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ABSTRACT

In order to gain a better understanding of the user's needs for information, the National Commission on Libraries and Information Science developed a series of regional hearings. The regional hearings are to: (1) provide an opportunity for people from all sectors of society to place their viewpoints on libraries and information science and service before the Commission, (2) foster an understanding of the role and progress of the work of the Commission, and (3) submit recommendations and plans to early criticism and review by those who will be affected. This document contains written testimony related to the San Francisco Hearing. The transcript of the oral testimony of the witnesses is LI004372 and written testimony of the witnesses is LI004373. (The Chicago Regional Hearing is available as ED068143 through 068145 and the Atlanta Regional Hearing is available as LI004375 through 004377). (NH)

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NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

PUBLIC HEARING;

San Francisco Regional Hearing:

Other Written Testimony

Ceremonial Courtroom,

Federal Building,

450 Golden Gate Avenue,

San Francisco, California

Wednesday, November 29, 1972

LI 004 374

JEANNE HINES - REPORTER
2230 Massachusetts Avenue, N.W.
Washington, D.C. 20008
Telephone HUdson 3-6161

TO: The National Commission on Libraries
and Information Science

FROM: Elinor M. Alexander, Librarian
Pillsbury, Madison & Sutro
San Francisco, California

As a practicing librarian I find the most urgent needs in the field to be (1) the basic education of prospective and the continuing education of new and seasoned members of the profession; (2) the availability of materials: books, periodicals and government publications; and (3) specialized service.

In respect to (1): When the recent graduates of library schools are unfamiliar with the basic principles of cataloguing and reference, do not recognize terms such as "cutter numbers", and do not know where to turn at a moment's notice for the answer to a simple reference question or are unable to follow through and pursue an evasive one, it would seem that the ALA accreditation program should be revalued. Instead of examining only at the schools there should be a concerted effort by this Commission to ascertain dissatisfaction or satisfaction of the employing library with recently employed librarians.

What are the lacks from the employer's point of view? Does he have to conduct an intensive in-service program at his expense in order to make his employees productive? How many of the employers are dissatisfied? What remedies do they propose?

As in other professions, there is a marked tendency for people to want to begin not at the bottom but at the top. Until this tendency is reversed and the knowledge of time and experience are recognized, the excellence in library service will be wanting.

As a past chairman and current member of the Special Libraries Association Education Committee and current chairman of the SLA SF Bay Region Chapter Education Committee, I have had considerable experience with continuing education. I can safely say that nine-tenths of all practicing librarians feel that they must enhance their knowledge and must keep up with and ahead of new developments. Locally we have been most successful in providing a series of courses and programs open to all librarians who have been able to pay the modest fees and travel distances up to 300 miles round trip. A number of these offerings have been of the nitty-gritty type which seem to be frowned on by the professional schools, but are requested by librarians. Some are far out into the future. However, one or two local organizations cannot do it all and, if there were a national organization sponsoring these up-date and new development programs, it would be advantageous for all.

I have in mind organizations such as the Practicing Law Institute and the American Law Institute/American Bar Association Continuing Legal Education Committee as well as the American Management Association. A library-oriented institute could produce programs of very high caliber which could be given in several sections of the country.

As to (2): Suffice it to say that liaison with publishers is essential. New titles which are advertised should be immediately available. Our current experience would indicate that there is a time lag of 6-8 weeks between date of order and receipt. Of course, the postal service enters in and that is another area in which the National Commission could perhaps take a hand. It could help to expedite and it could take a stand on rates. Periodical subscriptions - direct and through agents - also fall into an area for attention by the Commission. Time lag again is of concern as well as nondelivery of certain titles.

The main concern in this realm of publications is that of government publications. In this day and age of mechanization and electronics, it is a disgrace for the U.S. Government Printing Office and Superintendent of Documents Office to be unable to print enough copies to fill orders and to honor prepaid subscriptions for serials. As an example of just one subscription in my library: The Federal Register is on an airmail subscription. We have had to claim at least two issues per month. We have had to claim each subject index and each cumulative issue of List of Sections of CFR Affected. Weeks later the Government Printing Office notifies us the item or items are out of print. In addition, upon many occasions, the Saturday issue of the Federal Register has been included with the Tuesday next issue which we then frequently do not receive until the following Thursday!

The decision of the Commerce Department to no longer sell its publications at its field offices has wrought havoc with our procurement of their publications. To have to request the publication from Washington delays our work eight weeks or more unless we are fortunate enough to be able to borrow it from a depository library. Other agencies with local offices do not have their own agency publications even for consultation. In addition to not having materials, the publications or information officer is not knowledgeable, untrained, last man in, or could care less about assisting the inquirer. The Commission could be of great assistance to the libraries if some concerted effort could be made to impress the agencies of the importance of having their regional and local offices throughout the country aware of the needs of the citizenry and the libraries who also serve the citizenry.

Harking back to the Superintendent of Documents for a moment. We all thought it was a great thing to have a Federal Book Store in our midst. At first things went well and popular things and some more particular things were readily available. Our orders for publications they did not have in stock were expedited if ordered via them. Now we rarely are able to obtain material from them directly. As an example, they have no census publications available. No longer is it quicker to have our orders sent through them.

Finally to (3): Money is always a prime factor and today it seems even more the root of all evil! Libraries which serve the public, and this includes the University of California, are facing crises because of money. Service units hours have been cut. Other means of saving money are being explored. Specialized units are facing curtailment, reorganization or even the phasing out of their expertise. Expertise is expensive, but it is needed. Perhaps the Commission would do well to explore the areas of library service where expertise is most necessary and to find ways by which money could be found to support these areas. If there are not specialists in various subject areas within the larger systems, e.g., NYPL and University of California libraries, more time, which means money, is expended on the part of both the users and other librarians. The frustration of the user contributes to dissatisfaction and the public image of these areas of service is damaged. Oftentimes this can and does result in a lessening of public support when appropriations are up for consideration.

The Commission could do yoeman service were it to bend its efforts to support a program of basic library education, specialized and continuing education, which would result in more satisfied patrons. This education should extend beyond library schools. For example, it could be directed toward the broadening of the knowledge of practicing librarians in the fields of business administration, as well as computer science. Publishers and government information suppliers should also be keyed in on their public service responsibilities to library organizations and the general public. With information pouring out in every form there must be improved methods of handling, but there must also be basic knowledge of content and function upon which to build. To accomplish any program there must be adequate funding and dedication. To these ends I hope that the Commission will be able to put together a plan which will contribute to the betterment of library service with the help of information science.

October 19, 1972

CALIFORNIA STATE UNIVERSITY, FULLERTON
FULLERTON, CALIFORNIA 92634

October 18, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D. C. 20036

Dear Chairman Burkhardt:

The Commission's invitation for testimony asks for response to several questions. It requests comments on the problems of libraries, of librarianship and of library education, including continuing education for those in the practice. In trying to formulate the best and most appropriate response, one central issue keeps recurring. Failure to deal with that issue has created several attendant difficulties. My remarks are therefore addressed to this major problem, and this is then related to the areas of concern the Commission has specified.

From my point of view, having worked in school, public, special and academic libraries, and currently charged with responsibility for the education of those entering the profession, the basic issue in library science is the lack of definition. In particular it is essential to construct a philosophy of librarianship which incorporates the purpose of the profession, but not related to situation, and the means by which that purpose can be achieved. That which is common to all libraries and to all librarians must be emphasized. Failure to deal with basic principles creates many of the difficulties that currently plague libraries and librarians. My remarks will explore the extent of these philosophical concepts and then relate to the following more specific concerns: 1) Lack of relevant research, 2) Fractionization/lack of coordinated leadership, 3) Resistance to change and 4) Inequity of opportunities. I will close with implications for library education.

The philosophy of librarianship needs to spell out as precisely as possible the underlying assumptions which serve as the basis for the profession. This statement must identify the actual and the potential theoretical foundations for the profession to provide for the development of a clearly delineated theory. There will then be clear direction for

THE CALIFORNIA STATE UNIVERSITY AND COLLEGES

research and for future research. The present state of librarianship provides no unifying framework within which library science research can be carried out effectively.

The failure of librarians to spell out a unifying purpose has caused the development of fragmentation such that there is serious division of professional energies. The purpose of the profession needs to be clearly stated in such a way that it encompasses the varieties of librarians and demonstrates the relationship between them, in the perspective of a single profession performing several kinds of functions to achieve one common goal. The statement will provide, in part, one unifying theme, which raises the functions of librarianship to the level of professional functions in contemporary society.

When the central purpose can be identified, it will be possible to work toward the identification of all of those means which are presently available to accomplish that purpose. Furthermore, it will be possible to assimilate into such a framework new media for storage and communication of knowledge as these media are introduced. The combination of the unification of the functions now distributed among various sectors of the profession and the integration of the technology will generate a synergistic effect and accelerate the movement toward the overall goal.

Finally there is an urgent need for librarianship to establish its own distinguishing characteristics for its own profession. Existing studies of professions use medicine, law and the clergy as models. These models were developed for different societies and different cultures with different purposes. Such studies convey only that it is not possible, without doing violence to the concept of profession, to become a profession following patterns of behavior and models of organization that are not appropriate. It is time to identify appropriate and new models for professions that meet the needs of the new culture and the changing society.

Librarians' research efforts have been diverted to fringe and peripheral considerations, harmless and not very worthwhile. For instance, doctoral studies should provide a hint of the forefront of research. They present a bleak and gloomy picture for library and information science. With the present conditions, in all integrity we must urge our more promising members to seek the doctorate in any other field. Perhaps the insights so gained can then be applied to our profession. For instance, how many members of the National Commission have sought the doctorate in library or information science?

Standards are one possible product of reliable research. There is abject confusion regarding library standards. For example, college and university so-called standards are far beyond the reach of many quite acceptable academic libraries, even though the 1959 figures are still applied.

The proposed development of philosophy, purpose, theory and definitions would provide base to support research, and its attendant enlightenment should generate further research in a snowballing effect.

The Commission, in encouraging the transformation of the Library of Congress to a national library, has recognized the lack of leadership in libraries and the potential leadership role of a national library. The legislative rationale for public libraries occurs as an educational function, yet the Library of Congress is separated from Education. Government publication has traditionally been outside the concerns of the Library of Congress; librarians feel no obligation to promote the creation of information where a drought exists, as for instance in ethnic minority literature.

Libraries in the United States have multiplied at a rapid rate since the beginnings of the library movement in the early nineteenth century. The growth has occurred both in the number of libraries and in the types of libraries. The proliferation of types of libraries has led to separations within the profession. Instead of viewing the differentiation into types of libraries as a means of specialization in order to better work on one aspect of a single problem, librarians have used specialization for narrow purposes. Each segment of the profession has separated itself as a means of promoting its own elitism, or because the central thrust of the profession failed to encompass adequately the particular problems encountered by the specialized group. The division of the profession by form and function dissipates the energy of its members and the power a unified profession might be able to mobilize for effective solutions to achieving an overall goal or purpose. Under the guise of having problems distinct from the main professional problem, first special librarians and later the so called information scientists have separated themselves, and in California at least, the school librarians have recently elected to join audio visual practicioners rather than merge effectively with library associations. The process of establishing enhanced status motivates this separation, in part, and causes it in part. Special librarians and information scientists have attempted to raise themselves because the public library image has not appealed to their "scienticism." The public library sector of the profession, in its own efforts to achieve status, have tended to deny to school librarians a role in the overall professional purpose. Divisivness reigns rampant.

Another important factor in the development of the profession is the overriding emphasis on procedure and technique. This emphasis is concentrated in the librarians trained during the 1930's and 1940's and consequently is reflected in the attitudes, modes of performance and beliefs of practicing librarians. Efforts to find solutions to the problem of library service must utlimately be carried out by this group of librarians who by age and experience have reached the levels of administrative supervisors. They are by and large uncomfortable with change. It is ineffectual to educate new librarians in ways that reveal the professional task without also educating the present management and middle management work force. The result inevitably leads to frustration, to dissatisfaction and often to a change in profession on the part of the superior individual librarian. Those who stay in the profession turn not to ways of improving the professional task or to working toward the overall problem, but to the intricacies of the professional associations. The time and energy which, in most professions is directed toward discovering new knowledge through participation in professional association activities, goes to restructuring and reorganization. These activities are also presented consciously or unconsciously as the means of improving the profession and are often simply a means of conferring lables without substance.

The profession is imbued with deep seated inequity of opportunities and intense discouragement. While fifteen to twenty per cent of those entering library education are male, a majority of managerial positions and society officials are male. While library systems have sought members of minorities to serve minority groups in communities, the minority members rebel at assignments to serve areas of need. Indeed, the present Affirmative Action Program as it approaches implementation in California inevitably destroys in the long run that which it purports to gain. It requires appointment of minority personnel in positions regardless of their educational background. Can it ever encourage victims of discrimination to seek betterment when we demonstrate that a select few will be promoted regardless of their qualifications? The profession has fallen victim to the eroded values in the culture it set out to sustain.

The task of continuing education represents a significant block to professional growth and development because the person most in need of re-education has achieved by the culture of the profession the status of authority. There is no existing machinery requiring continuing education and providing monetary rewards to continued learning or loss of privileges for failing to advance knowledge.

The factors relating to continuing education affect the programs of education for librarianship. The student who graduates and interviews for a position is expected to have had precisely the education that the interviewing librarian had. More and more, the educator tries to extend learning beyond the limits of memorization and playback only to discover that he is accused of being too theoretical. There is a line--a broad range perhaps--between practice and theory which should be presented to the entering librarians. So far, each instructor is left to his own knowledge and experience to determine where the line is. The development of a philosophy which incorporates the professional purpose and the daily practice could reduct some of the indeterminacy without excluding the possibility of experimentation.

Until every librarian is convinced there is an advantage to continuing education programs will be futile. Until employers require upgrading, motivation will not be sufficient to make academic offerings worthwhile. Until education is meaningful, mind-stretching and beyond operational technology, librarians will not participate. Library science must move out of its isolative posture on the campus. Librarians must extend themselves toward specialists in other disciplines. The advantage of effective librarianship in every field must become common knowledge in academia. Specialization in library science must be directed beyond the first job syndrome. And who's to pay for it? He who benefits. Federal fellowships, the outright dole, have not been effective. From several years of scholarship benefit what research has resulted? How many doctors produced by this program are now effectively working? Perhaps federal funds administered by the multitude of related associations could provide new seed money. But we must be wary of increasing divisiveness and perpetuating tradition, a la accreditating organizations. A direct fellowship program awarded in competition? It might be worth a try. The present money granting machinery is outmoded. The Commission and the prospect for change is a refreshing harbinger. Thank you for the opportunity to explore with you.

Sincerely yours,

Doris H. Banks

DORIS H. BANKS, Director
Division of Library Science

DHB:nm

REMARKS OF CONGRESSMAN NICK BEGICH
for the Regional Hearing of the National Commission
on Libraries and Information Science
November, 1972

"I have every confidence that the testimony of the delegates from my State can be relied upon for an accurate summation of the needs and problems confronting Alaska's libraries and information services. I would like to take this opportunity, therefore, simply to express my own, very personal feelings on this matter.

Admittedly I speak as a layman. Nevertheless, Alaska is not yet so sophisticated in this area that a layman's remarks should be discredited. My active awareness of the vital role played by libraries has been sharpened by the experience of being an educator in Alaska and not infrequently subjected to the frustration of finding a broad range of up-to-date materials unavailable.

As a Congressman, my belief in Alaska's overwhelming need for an expanded and improved library system has only been confirmed. I have visited the libraries of small cities and villages throughout the State. I have read the letters expressing gratitude for surplus duplicate books from the Library of Congress which my staff regularly sends out. And if these people would appreciate the resources of modern library facilities even half as much as they now appreciate the limited material available to them, efforts to extend to them some of the services which the rest of us take for granted will not have been wasted.

I was pleased to note, then, that provision of P.L. 91-345 authorizing the Commission to survey and develop overall recommendations with regard to "the special library and informational needs of rural areas and of economically, socially or culturally deprived persons." I am also happy to endorse the resolutions which the Commission has thus far adopted, particularly that which holds that libraries should not be operated on a more restrictive tax base than public schools.

In sum, I would like to commend the NCLIS on both its objectives and its accomplishments, and to offer my full support."

Maple Creek Elementary School
Maple Creek Route
Korbel, California 95550

November [illegible]

Testimony submitted to the NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE for the regional hearing in [illegible]

Our rural schools are isolated from most of the library and audio visual services that other public schools have the opportunity to enjoy. My district has even been unsuccessful in getting a county bookmobile to venture into our community. It has therefore left a gap in parental and community understandings of the great value of library services. With rural isolation many have not been into a public library of [illegible]. With their own one-room schoolhouse which is [illegible] for [illegible] or the lack of knowledge of the teacher [illegible] it is very unlikely to give the students the skills or knowledge to use public library services as adults.

The California educational [illegible] legislation called the Stull Bill which [illegible] personnel evaluation. One of the keys to the bill is that it requires that we establish specific goals and objectives. [illegible] have included in a goal statement the ideas for developing the desire for learning, both now and in the future, in all students. "To develop intellectual curiosity and eagerness for lifelong learning and to develop a positive attitude toward continuing independent education." Our children must develop library skills in order to have the tools for independent education since in our libraries and audio visual services are the key resources in unlocking the doors of "curiosity and lifelong learning."

over please →

I ask the [illegible] for:

(1) Retraining and re-orienting our rural school educators as to the values and necessities of a superior library and audio-visual service available to all rural communities.

(2) The financial assistance to local rural districts, through grants and the like, to make more progress in library service to the rural schools and community for they go hand in hand.

(3) Encouragement, financial or otherwise, to county agencies serving the public school's rural districts in order to have them extend extra advisory and material resources to the rural educator!

Sincerely submitted by,

Mrs. Sally Biggin

(Mrs.) Sally Biggin, Principal
Eagle Creek School District

UNIVERSITY OF SOUTHERN CALIFORNIA
SCHOOL OF LIBRARY SCIENCE
UNIVERSITY PARK
LOS ANGELES, CALIFORNIA 90007

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PHONE (213) 746-2548

October 6, 1972

Dr. Frederick H. Burkhardt
Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

I hope the National Commission on Libraries, at its regional meeting in San Francisco, on November 29, will be interested in needed changes in library education. I am attaching a statement and some comments about this topic which should be, I believe, of vital concern to the entire library professon.

I know Charles Stevens and have high regard for his intelligence and good judgment. He can, I am sure, verify the need for change in the field of library education.

Sincerely yours,

Martha Boaz

MARTHA BOAZ
Dean

MB:mm

Enclosures

To: The National Commission On Libraries And Information Science

From: Martha Boaz, Dean, School of Library Science, University of Southern California

May I suggest that the National Commission give consideration and support to the following item which, I believe, falls within the function of the Commission: this is The need for change in Library Education.

A logical lead into this topic should probably develop from these prior questions:

1. What will society be like in 20 years?
2. What will be the information needs of this society?
3. What types of library and information systems will be needed to supply these needs?
4. What type of education will be needed to prepare people to work in those libraries and information systems?

The above questions are based on the premise that information is important in an infinite variety of ways, but especially so in decision-making processes. Communication and provision of information influence decisions which affect the world! Libraries and the library education which equips information specialists for their jobs in libraries are important factors in this whole process.

Proposal: That the National Commission on Libraries (1) develop an overall plan for appraising the adequacies and deficiencies of current library and information science education programs; (2) plan for the improvement of library education curricula, and for the anticipated future needs of library services. (That is, plan for change before change overcomes us).

Suggested implementation of the above proposal:

(1) This might be done via already established agencies such as the Bureau of Library Services in the U.S. Office of Education or through the support of an agency such as the Council on Library Resources or through your own Commission.

(2) An individual or a committee might be appointed from your Commission or by your Commission to pursue this. Perhaps this might be a part of some other related project which you are pursuing.

Note: Apologies for the form and brevity of this material. It was put together hastily.

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ERIC H. BOEHM
Editor and Publisher

Please reply to:

15 November 1972

Mr. Charles H. Stevens
Executive Director
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Stevens:

Reference Frederick H. Burkhardt's letter of 20 October 1972 concerning testimony to the National Commission. My testimony consists of two parts:

1) Four enclosures to this letter
2) A statement, which will be mailed to you not later than 20 November 1972.

The enclosed publications were prepared during the period 1963 to 1972. They are submitted to the National Commission in compliance with the dictum that "What is new isn't good, and what is good isn't new." I believe that the National Commission does not need to search for new solutions because existing systems provide good models for the future. Above all, the significant consequences of information dissemination systems on the nation's welfare need to be dramatized. The Commission's task is principally to meet a social and political challenge.

I submit the following enclosures:

Enclosure 1, "Dissemination of Knowledge in the Humanities and Social Sciences," is submitted because of its special humanities vantage point, because it calls attention to the well known but often ignored fact that successful information dissemination is a function of financial resources, and, lastly, because education in dissemination tools is a necessary concomitant of the dissemination process.

Enclosure 2, Blueprint for Bibliography. A System for the Social Sciences and Humanities (20 copies), was prepared at the end of a six-months research project carried out in fulfillment of a grant made by the Carnegie Endowment for International Peace, supplemented by the External Research Staff of the Department of State. The results of this study were subsequently incorporated in the work of the Carnegie Endowment's Committee on Research Evaluation, headed by Philip E. Mosely, then Director of the European Institute, and Associate Dean of the School of International Affairs, Columbia University.

Information dissemination problems in the field of international relations have been particularly acute. The Blueprint for Bibliography is submitted because I believe the six recommendations stated therein are relevant to the future planning of such matters as Selective Dissemination of Information (SDI), the application of a systems approach, the importance of education on dissemination tools, and the need in the social sciences and humanities of conventional communication systems, such as news services and newspapers.

Enclosure 3, "Bibliography: Current State and Prospects," (20 copies) emphasizes the importance of SDI, education, and the need for financial resources.

Enclosure 4, "On the Second Knowledge. A Manifesto for the Humanities," was read at the 1971 Liverpool meeting of the International Federation of Library Associations (IFLA) and is to be published this year in Libri. Attention is drawn to two proposals in this paper:

1) "Education"

2) "Dramatization and Organization."

The National Commission may also find it useful to consult:

E. Raymond Platig (then Director of Research of the Carnegie Endowment), International Relations Research. Problems of Evaluation and Advancement (Published for the Carnegie Endowment for International Peace by Clio Press, 1967), the conclusions of the Carnegie Endowment's Committee on Research Evaluation.

I also want to call your attention to:

Dagmar Horna Perman, Ed., Bibliography and the Historian. The Conference at Belmont (of the Joint Committee on Bibliographic Services to History, May 1967), (Santa Barbara: Clio Press, 1968). Mr. Becker, a member of the National Commission, contributed to the proceedings which included representatives of different historical societies and interested institutions.

I hope that the enclosures will prove useful to the Commission's deliberations. They go to you with my expression of good wishes.

Sincerely yours,

Eric H. Boehm
President, ABC-CLIO, Inc.

ehb/hr
enclosures (4)

P.S. In order to expedite matters we are sending this letter separately. The enclosures follow by air parcel post.

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ERIC H. BOEHM
Editor and Publisher

Please reply to:

22 November 1972

Mr. Charles H. Stevens
Executive Director
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Stevens:

In accordance with Chairman Burkhardt's letter of 20 October 1972 I am addressing the following statement for consideration at the hearing of the National Commission on Libraries and Information Science to be held in San Francisco on 29 November 1972.

I am the founding editor of *Historical Abstracts* (1955-) and President and Chairman of the Board of ABC-CLIO, Inc. (American Bibliographical Center-Clio Press). My educational background is in history and political science. My graduate degrees are in international relations (M.A., 1942, Fletcher School of Law and Diplomacy, and Ph.D., 1951, Yale). I devoted much of my work of the past twenty years to the creation of bibliographic and reference tools.

I am honored by the opportunity you and the Commission have given me to express my views on the current problems and needs of libraries and information science. It has been my long cherished goal to devote my working life to the advancement of "bibliographical statesmanship." I am convinced that the "second knowledge" (see Enclosure 4 to my letter of 15 November 1972) will continue to have a marked impact on our society.

Before addressing myself to the pathology of the second knowledge process in our society and some suggested cures for its various ailments, it is appropriate to recognize the significant accomplishments of the American library community and information science. Certainly, if the USA had begun the twentieth century with a master plan intended to make English (American English at that!) the world-wide *lingua franca* of the sciences, the result would probably no more than match the prevailing situation. The publication of such bibliographic services as *Chemical Abstracts*, *Psychological Abstracts*, and *Biological Abstracts* suitably exemplifies the advanced American "state of the art" offered to libraries and scientists throughout the world. The

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development of computer technology by American industry is unmatched. The monumental contribution of the Library of Congress in developing its list of subject headings and distribution of its cards, and in the innovative MARC II book cataloging system serve as models in libraries the world over.

The development of American second knowledge systems has contributed significantly to our progress as a nation, and they, in turn, have contributed to the welfare of other nations. In fact, that contribution is comparable to substantial foreign aid since the cost of launching second knowledge systems was largely borne by the American people. These systems owe their existence to the pragmatism and intellectual resilience of the American mind -- as well as to the ready availability in the USA of a large and expanding market. Having taken note of American contributions in the field in order to place what follows in a proper perspective, I am ready to discuss the tragic imbalance -- the "second knowledge pathology" referred to earlier -- that exists between the producer and consumer of information.

There is, in my view, a grave danger that the National Commission may choose to interpret its mandate narrowly and thus concentrate on the further improvement of library systems and information tools, eschewing aspects at the core of the problem, which relate to our educational systems, the society at large, and the attendant political implications.

The educational processes in western society, starting with the medieval period, gradually progressed from an exclusive emphasis on first knowledge toward the introduction of second knowledge. The seven subject matters of the liberal arts in medieval Europe -- the trivium of rhetoric, logic, and grammar and the quadrivium of arithmetic, astronomy, geometry, and music -- were exclusively "first knowledge." The modern American undergraduate receives somewhere between 90-100% "first knowledge" and 0-10% "second knowledge," depending on his subject major or educational institution. There is an extraordinary lag between the availability of second knowledge systems and their use. Librarians and members of various professions know that most students receive their degrees with a total ignorance of the second knowledge tools of their particular fields. Librarians are often called upon to become tutors, or to satisfy in the most cursory fashion the quest for knowledge about the extraordinary riches available in their libraries--a tour through the library or the mere issuance of a booklet on the library. Courses on bibliographic tools are totally inadequate, often out-of-date, or occasionally reflect the arrested knowledge about second knowledge tools available at the time the professor acquired his Ph. D. It is impossible for individual professors to keep abreast of what is new. The need for an emphasis on second knowledge is particularly acute today because information has an ever shorter half-life, particularly in the sciences.

Our bibliographic and library systems are considered to be user oriented, but it should be noted that, while we have made substantial resources and the most modern technology available to the producer of information, we have virtually ignored the problems of the user -- who has only one pair of eyes. The methods designed to overcome the resulting imbalance between the producer and consumer (for instance, speed reading, or the use of auditory tapes -- putting the ear to work to aid the eye --) are merely palliatives. SDI systems (Selective Dissemination of Information) help to redress the technological imbalance between purveyor and consumer of information for the first time, making the technology of the computer available to the individual as well. (See Enclosure 3 to my letter of 15 November.)

If the National Commission addresses itself principally to identification of information gaps, improvement of systems, or other facets of the work of the information purveyor, they will only exacerbate the disparity between the information producer and consumer. I believe that the needs of the consumer should assume first priority, and that suggests the need for an educational revolution in which as much as 25-50% of the curriculum is devoted to teaching the techniques and tools of information search. We need to learn "where to look it up."

I submit for consideration by the National Commission the following three recommendations:

FIRST RECOMMENDATION: CURRICULUM

Determine ways and means by which the higher education curriculum -- perhaps also curriculums of other levels of education -- be reviewed to include second knowledge courses. If education can be deemed to be a growing awareness of ignorance, exposure to second knowledge will have a salutary effect.

SECOND RECOMMENDATION: MANPOWER

Implementation of the first recommendation, and other aspects of the second knowledge process indicated below, will lead to an explosive need in second knowledge manpower:

a) to effect the library's integration with the educational process,

b) to perform the needed "bibliographing," indexing, and expanded library services,

c) to provide more intermediaries (reference librarians and persons engaged in literature search) between the second knowledge tools and the consumer, and

d) to provide teachers to offer new curriculum courses, staff to support them, and instructors to offer updating courses to the teachers.

Job opportunities can range all the way from the so-called sub-professional to the senior rank library or information scientists. I envisage a need for increase in library and information science schools, for the establishment of A. A. and B. A. degrees in this area (perhaps coupled with specialization in a particular field). I see a need for manpower also in a massive national or internationally organized system of networks, clearinghouses, and referral centers. There is a need for manpower to establish machine readable profiles of second knowledge tools, and to maintain a monitoring system for changes. The resultant computer/human systems will enable users to get quick answers to questions such as, "What do you have on subject X with the modifiers Y and Z?"

In some areas we need new employment opportunities. In history, unemployment of Ph. D.'s or near-Ph. D.'s is now a serious problem. Many of these persons could be usefully occupied preparing retrospective finding aids in archival collections. These aids could then be produced in machine readable form and made part of a national grid of non-print materials. Use of archives -- a laboratory for the historian -- is too often a needle-in-the-haystack effort.

If large machine-readable files are the wave of the future, their creation will require massive efforts.

THIRD RECOMMENDATION: DRAMATIZATION AND ORGANIZATION

In political science a distinction is made between administering and "agitating" a problem, that is, dramatizing it. I believe that librarians have tried to administer the problem long enough. It is now time to agitate it, to involve a large part of the public, in particular the policy makers in the political arena and the communications media.

I am cognizant that the first two recommendations imply an agonizing reappraisal as to the allocation of national resources. They will meet resistance in many sectors of our society. I fear that librarians who have traditionally been inclined to administer their problems rather than to agitate them may not get the requisite attention, or secure the allies in the educational and political arena which are needed to carry forth the new emphasis which I suggest.

To dramatize the problem, I suggest consideration of a White House Conference as one way of engaging educators, the branches of government, and the media. A further means of dramatizing and organizing the problem is described in Enclosure 1 to this letter: a statement I made in 1969 to a Dean of a Library School concerning an International Congress of Information Dissemination and an International Year of Information Dissemination.

I earnestly hope that this modest contribution to the deliberations of the National Commission on Libraries and Information Science will be useful. It goes to you with an expression of good wishes for the challenging task of the Commission.

Respectfully yours,

Eric H. Boehm

Eric H. Boehm
President, ABC-CLIO, Inc.

ehb/hr
enc.

9 December 1969 Enclosure 1

DRAFT 1

ON BEHALF OF AN INTERNATIONAL CONGRESS OF INFORMATION DISSEMINATION AND AN INTERNATIONAL YEAR OF INFORMATION DISSEMINATION.

RATIONALE:

1. Institutions or associations organized to focus on information dissemination problems are frequently working in isolation from others dealing with the same kinds of problems.

2. International and interdisciplinary cooperation is totally inadequate. Information generated in a given discipline is often treated as though it were relevant only to that discipline. Most bibliographical tools do not cross discipline lines or linguistic barriers. Parochialism reflected in "cubbyhole search" and language limitations is typical.

3. Bibliographical committees of various disciplines are organized on an ad hoc basis, are not aware of similar work of other groups, and are frequently terminated with statements of despair regarding allegedly insoluble problems. Significant results are slight.

4. Bodies which support research do not attend to the requisite follow-up in information dissemination processes or funding needs which are a natural sequel to the earlier knowledge creation processes.

5. The art or science of information dissemination is itself the victim of microcosms of knowledge. The professional bodies are ineffective in their collaboration. The proportion of persons with an amateurish approach to problems that have been attended to professionally by librarians, information scientists, or bibliographers, is growing. The need for trained manpower is not being met, but the proverbial wheel is constantly being re-invented.

6. There seems to be little awareness of the fact that optimum methodology and technology of information dissemination is not peculiar to one particular discipline or country but that it applies alike to all fields of knowledge, all types of data bases, and all languages.

7. Institutions and publishers committed to information dissemination wish to maintain or advance their data bases. Their manpower and know-how are required, and their services should be enhanced rather than threatened by grandiose plans which lack proper foundation. A systems analysis as to their role in a larger scheme is needed,

7 (continued)

and they should be properly represented.

8. PROPOSED: An International Congress of Information Dissemination, and an International Year of Information Dissemination.

The International Congress of Information Dissemination is designed to provide a platform and pre-legislative body for presently totally disparate efforts. With the help of an "ICID" we could achieve broad continuous representation and bring conflicting views and solutions into focus within the framework of continuously operating committees and annual plenary sessions.

9. The Congress would be a roof organization, to serve as an international, interdisciplinary body. Membership should be both functional and political, to accommodate all types of views or interests. The Congress should relate effectively to the legislative and other funding bodies of the peoples represented, for legislation and funding is necessary as a consequence of the Congress' deliberations. Cooperation with the UN, and the creation of a permanent international Civil Service, can be considered as one of the modes of implementing the legislative deliberations of the Congress.

10. The "International Year of Knowledge Dissemination" (or "Advancement of Knowledge," to provide two other suggestions for names) can serve as a dramatic way of focusing on the problems to be faced by the Congress. The Congress can be launched during that Year, or better yet, the Congress' work can culminate in that Year.

11. Knowledge dissemination is in a state of chaos. Nothing less than a grand effort will lead to the benefits mankind can derive from well organized means of open dissemination of knowledge.

Eric H. Boehm
President, ABC-CLIO, Inc.

ON THE SECOND KNOWLEDGE[1]

A Manifesto for the Humanities

Eric H. Boehm

> "Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it."[2]
>
> Dr. Samuel Johnson

Dr. Johnson's term "second knowledge," quoted above, provides us with an appropriately distinctive generic expression which subsumes all means of dissemination of knowledge about research. Bibliographies are the most commonly known of these second knowledge tools, but they are not the only ones. Others are, as delineated by Frederick Holler:[3] encyclopedia, dictionaries, handbooks (including manuals and compendia), yearbooks and almanacs, digests, directories, casebooks, book reviews, document collections, and others.[4] Holler's classification refers to the literature of political science, but it applies equally to the humanities. Together these reference tools and related works comprise the second knowledge literature.

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Our focus in this paper is principally on the second knowledge tools described as bibliographies and more specifically, index and abstracts publications. That is the genre of publication which represents the current (or purportedly current!) ongoing serial publications designed to serve as the principal second knowledge tools. The emphasis in this paper is on the humanities, and more particularly on the range of knowledge I derived from the editorship of two abstracts publications in history, Historical

Abstracts and America: History and Life. Throughout I use the term "humanities" generically to include those social sciences which do not have a clinical or experimental ingredient, such as psychology.

Today as in the past the humanities have made strides in the first knowledge, in substantive research, but they now woefully neglect their second knowledge. By contrast, in the sciences, in technology, in industry, government, and in national security, advancement in the first knowledge has been accompanied by advancement in the second knowledge, as witnessed by their great abstracting and indexing services. Trained professionals such as librarians, information scientists or documentalists, and literature search specialists serve government and the "hard" sciences effectively. In recent decades these fields of the second knowledge are developing into a new science which uses systems theory and computers, and which is variously referred to under the terms "information science," "informatics," and, more commonly in Europe, "documentation." The humanities have done little to adopt these new approaches for their own second knowledge tools, although admittedly there have been a few pioneering efforts. For instance, in the United States two systems have been developed through human/computer interface, in the form of text processing/indexing systems. One is "System ABC" (Automation of Bibliography through Computerization) of the American Bibliographical Center. The second is the RILM System in musicology, developed in New York under the auspices of the American Council of Learned Societies.

Why have not the humanities made wider use of the new techniques to achieve bibliographic control of their fields, or to alleviate their agonizing search problems? There is a simple explanation: the professional societies in the humanities have not generally been successful in providing or securing the required finances and professional human resources--whereas impressive resources have been available to such major services as Excerpta Medica, Index Medicus, and Referativnyi Zhurnal, or to the societies publishing Chemical Abstracts, Biological Abstracts, and Psychological Abstracts, and other services in the fields of science and technology. Contrasting these well-developed and richly-endowed second knowledge tools with those available to the humanities leads us to conclude that we are living in two worlds: a first world of wealth in science and technology, industry and business, government and defense; and a second world of poverty, in the humanities. The first world's resources provide the good systems required to disseminate the second knowledge, but the second world of the humanities suffers in poverty and lost knowledge.

Concerned humanists are painfully aware of the problem. For instance, one scholar writes: "I don't think the crucial question is whether the scholarship which we are... engaged in is valuable, but I do wonder whether we are solicitous enough about its reaching its chosen audience." This letter was quoted in "Letters to President Burkhardt," received in response to a request in September 1970 for new directions by the American Council of Learned Societies, addressed to some two hundred scholars.[5] Yet by and large the humanist is not fully aware of chaos in the second knowledge and of the serious consequences on his disciplines, or on their potential for development. It is a common practice in history to engage the intellect and time of thousands of graduate students and scholars in major research projects leading to doctoral dissertations without providing concomitant secondary knowledge tools, so that their research becomes known to the potential consumer of their work, of this and coming generations. Information flow is impeded by the four barriers of distance, language, time and discipline walls. The state of organization of the second knowledge in the humanities is an adequate measure, a barometer if you will, of the state of the humanities generally. The second knowledge problem overcome, the humanities can in due course take once again an honored place in society.

It is a questionable practice to spend millions to collect materials such as records or documents and store them without cataloging or without making provisions for a long-range cataloging program, so that they are available to researchers when needed. The humanist who is aware of the second knowledge pathology engages in processes of rationalization so extraordinary in type and scope that they cast doubt upon his ability to reason or to solve problems. The most agonizing aspect of the "state of contemporary culture," variously described in terms ranging from malaise to apocalypse (ibid, p. 21), is the juxtaposition of the magnitude of the problems on the simplicity of the solutions. The solutions are simple because they are the time-honored solutions that have been applied in science and technology for many decades, and they have been applied for centuries in libraries and archives and, indeed, even by professional societies. Humanists must face up to the need for re-evaluating their intellectual and academic priorities so that the second knowledge systems will be given the tithe needed to further the humanities. This internal re-evaluation calls in its wake a re-evaluation of national and international priorities, to provide the humanities with the financial resources needed for the same quality of second knowledge systems now available in the sciences, in medicine, and in law. Humanists have not faced the problem because they have not diagnosed it adequately, and they have usually found those solutions they were cognizant of as being beyond their ken.

Many humanists respond with totally irrational attitudes, which range from embracing the computer as a bibliographic panacea to deep anxiety about the computer, as though the computer were something considerably more than a tool. It is a powerful and sophisticated tool, but remains a tool nevertheless. Computer usage in bibliography is ancillary, but aspects such as taxonomy, thesaurus construction, and application of information flow theories and practices are central to the problem.[6]

The crisis calls for agonizing self-appraisal and the rearrangement of pedagogic priorities. Second knowledge ignorance must be overcome by teaching. In the wake of this educational process the humanists will identify their bibliographic lacunae. Thus more knowledgeable, and hence better motivated, the humanists will be more effective in seeking the resources needed, in making the necessary pleas for financial support. We must recognize that we are demanding nothing less than self-renewal of the humanities. We need to break out of a vicious circle, for who will teach the teachers the knowledge which, usually, they do not possess? Breaking the circle must be facilitated first by an infusion of funds for education on second knowledge tools, from sources which comprehend the full seriousness of the second knowledge crisis. Regretfully, professional societies in the humanities have failed, by and large, in their traditional role as purveyors of second knowledge literature. This is not surprising, as they reflect the state of the profession. They do bemoan the problems, but their feeble attempts at solution are palliatives rather than cures.

The pedagogic and financial aspects of the crisis are a function of each other. Therefore the humanities do not now have nor will they have adequate resources to attend to expensive second knowledge systems until the requisite resources are infused from the outside, from government or philanthropy. Hence, to reach our objectives we must also educate the philanthropic foundations and increasingly address ourselves to securing government support. Humanists in the past have secured only a pittance of the needed financial resources from government. Yet without a heavy infusion of funds, and the consequential upgrading of second knowledge from amateurism to professionalism, the bemoaning and be-committeeing of the problem will be to no avail.

The second knowledge systems of the humanities must, of course, tap the existing government-supported resources such as those of the Library of Congress. For books, the MARC programs of the Library of Congress are worthy of consideration as a standard and model for other phases of second knowledge systems.

The total resources needed for the humanities are but a tiny fraction of the funds available to science. We pacify those who are concerned about rising taxes (and who is not?) that a complete system will cost less than one new military weapons system. For instance, a hundred million dollars for second knowledge systems in the humanities represent untold riches.

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I would now like to state specific objectives of a second knowledge system. Six recommendations I made in 1965, in Blueprint for Bibliography, have withstood the test of time. A summary of these six recommendations (with minor textual changes for the sake of clarity) follows:[7]

First Recommendation. Create one integrated, comprehensive international bibliographical system for the social sciences and humanities. This should include books and articles, unpublished material such as research in progress, or documents, or whatever is deemed worthy of inclusion in a bibliography. Substitute this system for the multiplicity of partial or inadequate or overlapping bibliographical efforts. (Added comment made in 1972: I am not proposing the elimination of existing bibliographies, but I am suggesting a statesman-like mode of motivating humanities bibliographers to coordinate and subordinate their efforts toward larger bibliographic systems. Yet new systems must take cognizance of the acute shortage of professional bibliographers. A new, enlarged system will need all the professional skill it can tap. Moreover, the humanities owe the few bibliographic pioneers, who worked under adverse circumstances in the past, a role and participation in the new dawn of the second knowledge.)

Second Recommendation. Apply a multi-level or echelon approach to bibliography. The following bibliographic steps are suggested for consideration:

> The First Echelon is to consist of a basic bibliography composed only of citations, without annotations. Ideally it is enhanced by subject or index headings, as the simplest and most economical initial device to aid the user. The first echelon is designed as a quick current awareness service.
>
> The Second Echelon: Abstracts and/or annotations or in-depth indexing of selected entries.
>
> The Third Echelon should be based on a further study of needs and desires. The service should facilitate access to the original materials cited and include extensive translation services; also assembly of bibliographic entries on a given subject from diverse sources, ("demand bibliographies" or retrospective searches), grouped under appropriate classificatory headings, and published as needed.

Third Recommendation. Apply a systems approach to the problem. Integrate the effort with the closely related activities of libraries, such as acquisitions, cataloging, reference and technical services, and in-library bibliographies.

Fourth Recommendation. Use a computer as part of the bibliographic process and put it to work for a large variety of tasks. Provide current tailor-made reference service through Selective Dissemination of Information (SDI Systems).

Fifth Recommendation. Bibliography alone, however structured, is only a partial answer to the dissemination process. A review of educational policies is needed and new courses are suggested:

1) a course in reference works and sources of information,
2) a basic social science and humanities course,
3) a course on computer use,
4) refresher or updating courses, after graduation,
5) multi-language vocabulary recognition courses, and
6) a new look at some of the present practices in research.

Sixth Recommendation. A new conventional communications system for research is needed. This calls for the establishment of an international news service and newspaper for the social sciences and humanities.

These 1965 recommendations are to be carried forward by a two-pronged action program which I label "A Manifesto for the Humanities":

I. Education
II. Dramatization and organization.

Proposal I. Education

The second knowledge needs of the humanities can best be served by educational programs designed to continuously update and refresh the user's knowledge of reference tools and bibliographical methods. This need is met initially through the offering of courses in methodology (which often neglect to cover standard bibliographical works and reference tools) within academic departments. These courses, typically taken in pursuit of undergraduate and graduate degrees, sometimes lack the kind of interdisciplinary coverage necessary for a well-rounded understanding of available reference tools.

The information explosion renders many of the curriculum materials used in methods and bibliography courses obsolete as soon as the course is taken because there is a continued increase in the number of reference tools published. Scholars occupied full time in research, teaching, or graduate programs rarely have the opportunity, or the inclination, to devote a semester or a year of study to research methodology, i. e. , the use of reference tools. As a consequence scholars are often unfamiliar with the use of standard reference works and they are invariably unfamiliar with new developments, new ideas, and new material in the field of reference work and bibliographical method. This is documented for the field of history by the results of a survey made incident to the proceedings of the Joint Committee on Bibliographical Services to History.[8]

The bibliographical needs of scholars cannot be met simply by more or better tools. Educational programs can build the needed bridge between the growing mountain of information and the increasingly sophisticated tools of research. Specifically, scholars can keep abreast of developments in reference works and bibliographical methods if they are provided frequent, short and intensive workshop-seminars.

I propose a curriculum study, intended to initiate such a program, with the following specific objectives:

1) To prepare a curriculum to support short and intensive workshop seminars in reference tools and bibliographical methods for use of:
    (a) Students in colleges and graduate schools
    (b) Professors of history in colleges and graduate schools.

2). To prepare curriculum materials for use in implementing workshop-seminars. These will include subject checklists, inventories of bibliographies and reference works, graphics (e.g., film loops and overhead projector slides of specimen pages from reference works, etc.), specifications for texts and other teaching aids, and explanations concerning updating materials. For the historian, for instance, the inventories themselves would be designed to update such standard works as the American Historical Association's Guide to Historical Literature (New York: Macmillan, 1961).

The proposed curriculum, and the resulting workshop-seminars will acquaint teachers and students with the major reference tools likely to produce a high yield of knowledge, and it will undertake to provide evaluation of major tools in terms of usefulness, scope, and comprehensiveness. The curriculum will establish systematic search strategies which can be applied to research. The course work will include brief introductions to matters which will aid in developing information flow knowledge:

1. Taxonomic and search methods, including exposure to different types of indexes, e.g., multi-faceted indexes, use of "uniterms," Key-Word-in-Context (KWIK), and others.

2. Library and archival tools such as serials lists, accession lists to specialized collections in prestigious libraries, and sophisticated use of card catalogs.

3. Information flow theories and practices.

4. Computer relevance and usage.

Methodology courses given to majors in history, the other social sciences, and the humanities ordinarily do not cover these topics.

We must recognize that the initial curriculum infusion through workshops, seminars, one-day presentations, or just additions to the literature on the second knowledge is just a beginning. There was a time when it was assumed in the historical profession that a semester's, or two semesters' courses on "methodology" and historiography could incidentally take care of knowledge on bibliography. I believe that view lacks an awareness of the dimension of the problem. Today I consider massive infusions of education into the humanities an absolute necessity. Education in the second knowledge is the single most important priority in correcting educational deficiencies, well ahead of the problems of language deficiencies. I believe that once we have fully appraised the true dimension of ignorance in the second knowledge, we will conclude that nothing less than one solid year of a complete curriculum will be adequate for the Ph. D. program. That year must also include the equivalent of practical work analogous to laboratory work in the sciences. Field trips to archives, records centers, and bibliographic centers are vital. That year's curriculum must instill a sense of awe of the huge dimensions of the work wrought by man. That year's curriculum must overcome the predilection in many of the humanities to consider paper in print or non-print form as the only source of research. Non-print media such as films, music, art, or data archives available only on tape, and human sources are part of the proper study of mankind.

In developing an educational program we are forced to apply a conclusion derived principally from an examination of guides--to cite just a few that come to mind--such as the Harvard Guide to American History, the American Historical Association's Guide to Historical Literature, or, for instance, approaches to a solution contributed by ABC-CLIO to history and political science.[9]

The literature of the second knowledge cannot be learned vicariously through the reference librarian. The library is not a substitute for the classroom. A reference librarian is not a tutor who corrects ad hoc the deficiencies of the classroom. Although the reference librarian has valiantly carried the burden, and has served as a friend who bridges the educational gaps of the classroom, we find now that even he is no longer capable of maintaining the pace of the ever-expanding second knowledge literature. Knowledge must have human transmitters in order to provide the disciples who in turn carry forth the word--and this entails genuine teaching.

Knowledgeable teachers are needed for the second knowledge. Mere awareness or casual knowledge is not enough. The tools must be used in a sort of second knowledge laboratory so that the student can apprise himself of their respective scope, their limitations, and their potentials. Work in a "second knowledge laboratory" is time-consuming, but there is no short-cut to knowledge. The consequences of a new curriculum in the field of history, for instance, will be nothing less than an educational revolution, with vitalizing effects emanating from the consequences of second knowledge awareness and use.

Proposal II: Dramatization and Organization

The American record on the second knowledge in the sciences is a remarkable one. Abroad, American science and technology has earned a place of distinction not only by its accomplishments in the first knowledge but also by the superb U. S. services in the second knowledge. English has become the lingua franca of science as a consequence of the remarkable accomplishments of organization, the wise use of resources, and a sense of vision as to the needs of science and technology. The United States can dramatize this singular role, and at the same time redress the balance for the humanities, by being hosts in 1976 on the Bicentennial of American Independence, to an "International Congress on the Second Knowledge" and by making 1976 "The International Year of the Second Knowledge."

Prior to 1976 a White House conference on the second knowledge in the humanities would be another mode of dramatizing the problem and providing the kind of attention it deserves. Perhaps the new presidential commission on libraries can secure the consent of the President for the organization of such a conference.

I am proposing an international congress not only to dramatize the problem of the second knowledge but also for two other reasons:

> First, the problems of the second knowledge cannot be attended to adequately by ad hoc treatment, such as occasional meetings. This challenge demands continuous staff work and continuous planning.
>
> Second, the extraordinary fragmentation of knowledge on the second knowledge needs special attention. At least a hundred major organizations throughout the world address themselves in one way or another to all facets of the second knowledge. Over the past decade or so I have attended a dozen meetings, or have been part of one or another committee addressing itself to relevant matters, and found that they worked alone, appallingly ignorant or oblivious of the efforts of others. An international roof organization is needed to bring the humanities together. Committees with their permanent staffs can then coordinate and carry the work forward. Plenary meetings at regular intervals can ratify committee work and, given the resources, legislate necessary action programs.

A model for a statement of goals and organization in the humanities is provided by the analogous work done in science and technology under the framework of UNISIST, a structure emanating from the combination of the resources of UNESCO and the International Council of Scientific Unions (ICSU). UNISIST's four-year study (1967-1971) emphasized that "a world science information system is feasible and necessary if the future needs of the scientific communities are to be met."

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CONCLUSION

The second knowledge challenge can be made by the humanities 1) with education, and 2) with dramatization of the problem and organization of a solution. We have the capability to respond to the challenge. In the hope of providing a self-fulfilling prophecy, I reiterate this exhortation, still appropriate, which served as the conclusion of my Blueprint for Bibliography:

> "Although the above blueprint for bibliography may seem extraordinarily ambitious and impossible of realization to some, the recommendations are essentially a synthesis of all that has been applied and proven sound in good bibliographical systems in the sciences. The one idea which might be deemed new, the innovation of the newspaper for the humanities and social sciences, is an old type of service with a new application.
>
> The demand in sciences and technology for convenient bibliographic systems has been insistent. Consequently the systems were established. With a similar purposeful approach a sound bibliographic service can be established for the arts and humanities.

The funds required can be secured without any strain on our society. Bibliographic chaos leads to unnecessary duplication and unavoidable concentration on search rather than research and to consequent waste of resources and monies much greater than funds required to overcome our bibliographic handicaps.

. . .

In the future, when a new bibliographic system serves us, we will begin to experience a sense of liberation from the unnecessary chores of search. Sound bibliography can be a powerful stimulus to research and education, and it can aid in pointing out excessive concentration in some fields and gaps in research in others. Man's intellectual efforts will be dignified by a sense of direction and purpose and by the knowledge that creative efforts in the humanities and social sciences are preserved for the future. Truly international bibliography may provide a means of reaching across borders to establish a new spirit of communion of man with man."

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C lazy J Ranch
C.Russell and Jacqueline Bumgarner
BELT MONTANA

[illegible]

[illegible] would not be curtailed. They are not concerned about library services [illegible] not [illegible] There are too few [illegible] services. It has always seemed to me, however, that the minds of our people ought to have [illegible] consideration, [illegible] in our limited state of [illegible] so, in essence, we need help from some other source..(until a change in County Commissioners.)

Jacqueline Bumgarner

Jacqueline Bumgarner
(Mrs. Russell)

STATEMENT TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE FOR ITS CONSIDERATION AT ITS MEETING ON NOVEMBER 29, 1972 IN SAN FRANCISCO, CALIFORNIA

by

Thomas K. Burgess
Assistant Librarian for Systems Research and Design
Washington State University Library

I would first of all like to thank the commission for inviting me to prepare a statement for its consideration. I am the Chairman-elect of the Northwest Chapter of the American Society for Information Science and in preparing this statement I have sought the advice and counsel of members of the Society, specifically from members of the Executive Board of the Northwest Chapter. I have also discussed this statement with members of Washington State University and its library staff.

In your request you specifically asked me to comment on library automation. So let me address this problem first before I discuss another matter which I feel is germane to the commission.

Library Automation

General Characteristics

Unlike most areas of the application of computer technology, library automation has not had a phenomenal implementation growth rate nor has it demonstrated outstanding successes or achieved major breakthroughs. It has, however, steadily made progress and in-roads in all areas of library activity. Indeed, computer based systems have been successfully demonstrated and it is reasonable to assume that the state-of-the-art of computer technology will allow the development of operating computer systems which can assist libraries and library staff members in performing all of their functions. The real question which faces librarians today is: can such systems be effectively employed. I will address this point later.

Library systems have not received phenomenal growth in implementation primarily because of the great difficulties involved in the development of such systems. The computer with its low intellectual capacity is not easily programmed to handle the highly intellectual decision making tasks that are inherit in library functions. The Becker and Hayes Handbook which addresses only library clerical functions did not include many intellectual decision tasks.

Secondly, because the computer is extremely fast, it is best suited for performing highly repetitive functions. Unfortunately, the library does not have many task areas which are highly repetitive.

Thirdly, the computer is basically geared to manipulating numerical data. Most library areas, however, involve complex manipulation of textual information. Because of these basic problems, development of computer systems for libraries is extremely complex, and as a consequence development costs are high.

Repetitive Operations

Like most other fields utilizing computer systems, progress has been most rapid in those areas which are the easiest to program. These are the areas in the library where large quantities of repetitive tasks are performed. Control of library materials in circulation is the best example of this type of function.

Check-out and check-in of books involves a highly repetitive recording of stereotyped information with minor variations in the data fields involved. The printing of overdue and fine notices is equally as repetitive in nature. For this reason a large number of mechanized circulations systems are in operation in libraries today, some of them even dating back to the beginning of what is called the computer revolution. Few of these systems however, go beyond the point of performing these repetitive tasks. Very few systems provide retrieval capability on the circulation file or specialized inventory lists or complex analysis of circulating items.

Business Applications

A second area which has achieved moderate implementation in libraries is in the area of fiscal control. Those areas of budgeting, payroll, and purchasing have had computer systems developed, primarily because they deal with numeric information. These rudementary Management Information Systems (MIS) have come into being because of their close similarity with systems implemented for businesses. Most of them are characterized by their simplistic approach and inflexibility of handling situations which do not conform with the norm. This latter restriction has impeded the development of the effective library purchasing system. Most business purchasing systems are geared to procuring one of a number of similar items. Library purchasing systems however, are geared to procuring one-of-a-kind items. In business purchasing systems, one is not concerned for instance with who manufactures the ballpoint pen as long as its within the quality specifications and price range established. On the other hand, library purchasing systems must be geared to procuring unique items and substitutions are normally not acceptable. This latter requires a much more sophisticated system--one which is capable of handling numerous complicated situations.

In recent years a number of sophisticated computer programs, which perform elementary intellectual decisions have been developed. Improved management information systems will become available when these new techniques become common-place. Today, only a few modern business and library management information systems are summarizing the raw data collected through the utilization of these elementary intellectual decision processes and as a result are providing management with much more concise reports.

Text Processing

The third area where automation has been applied to the libraries is in the area I choose to call "File Management and Information Retrieval." Few successful systems have been developed in this area because of three problems. The first is high cost of machine storage, second is the high cost of converting information into machineable form, and third, is the complexity of the file structures and their organization.

Machine storage costs have decreased almost at the same rate as that of the computer central processor. However, they are still far more extensive than storing data in other traditional media. Unfortunately automatic library systems cannot work without these files for they are central to all library operation.

Library files are some of the largest files in existence. Conversion of these files to machine readable form is also a major cost item in developing library systems.

These files are not necessarily larger than some business files, but are characteristically different from business files in that they contain predominantly textual information. Secondly, they must be accessable by more entry points than most business files. Also library files must be continuously accessable from all of these different entry points, whereas business files are predominantly accessed by only a few methods and accesses by other entry points can be grouped and performed periodically. For example, the motor vehicle registration file is most often accessed by the license number or the make and model of the vehicle. Access to the file via the owners name and township of registration can be batched and processed periodically.

Because of these differences, the structure and organization of files for library purposes are more complex than for business systems. The ability to handle variable length textual data fields adds another dimention to the complexity. For example, much of the complexity in the MARC format is due to variable length records.

Although most of the research related to library automation has been performed on information retrieval, and by necessity performed on small files, there are no clear indications that the results of this research work with small files can be extrapolated to larger file systems. Research is needed on large files.

The results, however, of much of the research on mechanized information and retrieval systems indicate that more effective answers may be obtained with machine systems than can be achieved with other standard indexes or bibliographic tools.

Summary of Library Automation

In summary then, the state-of-the-art in the library automation indicates that computer techniques can be applied to most all activities within the library. The computer can be made to perform elementary intellectual decisions and can therefore be of great assistance to librarians in all of their tasks. The implementation of this proven technology requires only the justification of its development and operating costs.

Characteristics of Automated Library Systems

From the experience gathered thus far, in automating library activities, a number of parameters appear which must be considered in library planning. One of these is development costs. As stated above, designing and programming library systems is a complex operation and on-line or real time systems add another dimension to these complexities.

It has been our experience at Washington State University and the experience of numerous others whom we have contacted that the qualifications for programmers and systems analysts who can effectively develop library systems is higher than for personnel in other data processing environments.

Secondly, there is a longer lead time necessary to design and develop library systems--again, due to their complexity.

Thirdly, shake-down time, that is the time from its initial operation until the system is fully operational, is much longer than with other systems. This of course is due to the sheer complexity and the length of time necessary to adjust and tune each part of the system.

Fourthly, our experience to date indicates that operating costs for automated systems are usually equal to or more than the operating costs for manual systems. However, there are two distinct advantages to the automated systems. One is their capacity to handle an increased volume of work with a minimal increase in costs, and two, most systems provide greater services than do the previous manual systems.

The fifth major parameter which should be mentioned in regards to automated systems is their high minimum cost level. Like most systems there is always a minimum cost incurred regardless of the volume of activity performed by the system. However, in the case of automated systems this cost is unusually higher. A circulation system for instance has a minimum level produced by the cost for the circulation terminals and the running of its computer programs, whether or not books are processed by the terminal.

The sixth is the quality parameter of the system involved--the effectiveness with which the system design provides for all of the services required;--the effectiveness with which the programmers are able to program the system to run at minimum costs. Comparing costs of systems as reported in the literature is difficult because of the varying levels of services these systems provide. However, in comparing the costs of the systems at Washington State University through their various stages of development and refinement, we have found that operating costs can vary as much as 1,000%.

The Library Environment

Before discussing the effects of library automation on library planning, we should take a quick look at the existing library environment. You, I am sure, are well aware of both the present and historical financial status of libraries. But for the moment, let us look closely at what these financial constraints produce in library services. Most libraries' service levels have stayed constant or have been slightly reduced while there has been a steady but small increase in the volume of the activities that must be performed to provide this level of service. As a result, library staffs are extremely hard pressed to maintain the existing status quo in service levels and many services have had to be dropped. The effect of most automation activities in libraries has been to reduce or remove the pressures on the library staff and has allowed them to pick up and perform the lost services. As a result, cursory costs analysis and investigations tend to indicate that the automated system has not significantly increased the obvious service levels nor has it reduced the operating costs. However, on closer inspection, one will indeed find that the kinds of services performed have increased significantly.

Effects on Library Planning

I have presented this rather lengthy discussion on library automation in order to clarify its effect on library planning:

1) It is readily apparent in the above discussion that automation is no panacea for the existing budget squeeze if one plans to continue maintaining the same level of services.

2) Justification for developing new library systems must be based now more than ever upon a thorough cost effectiveness study. This will require new skills of the library staff. System analysis and other management techniques will be required. Most library schools do not include them or have just recently introduced them into their curriculums. A national program to encourage further incorporation of system analysis and automation concepts into library science curriculums along with a general strengthening of management concepts should be made.

   Further, Continuing Education seminar programs in this area should also be stressed. Short duration seminars available to the entire library community should be encouraged. This could best be accomplished through Federal sponsorship within local chapters of the professional societies.

3) Justification for the cost of the investment in new equipment and the development costs of the new system must either be written off or underwritten through a long term amortization from the benefits of the new service levels to be provided by the system. Many libraries will find it difficult to amortize these development costs in this manner. Therefore, alternative means must be provided to defray these costs. Present funding from national sources for library systems is far below the funding provided for other applications such as educational systems, law enforcement, medicine and environment. Yet all of these other areas are inherently dependent upon effective information access. National funding must be increased.

4) In addition to development costs, this new service level must also justify all additional operating costs. This obviously makes the task of management more difficult since the benefits of new services are rather abstract concepts. Again system analysis and cost effectiveness studies and other modern management techniques can help library administrators meet this challenge.

5) Small libraries, in order to be able to take advantage of library automation must form together into larger organizations or cooperatives in order to reduce the basic minimum cost requirements upon their library. Leadership and incentives for forming these organizations must be provided from the national level.

6) The quality of the systems development staff is a major factor in both the operational costs and development costs. Measurement of the quality of the system development staff will require new skills of library management. It is an area which needs national attention. The computer industry itself is just now beginning to develop measurement techniques

on the qualities of its systems staff. Seminars for library management should be developed and presented. Library management course curricula should be adjusted to include techniques for evaluating computer systems and computer staffs. Many large libraries have found that the best approach to this problem is to include an expert in computer technology on their administrative staff.

7) The above is just one of a number of realignments in the structure of libraries that library automation can bring about. Library systems design has basically followed two approaches. First is a design around the existing structural organization of the library staff. This type of system design brings about very little realignment in the organizational structure of the library staff. However, most effective library systems have been designed around a data flow or functional flow of work. The functional flow of the library is usually dissimilar to the organizational structure of the library. Job assignments of the library staff in operating such new systems are usually quite different than those in the old system. The skills necessary to interact correctly with the machine system have in many cases become highly specialized such that centralization of the interfaces has become necessary. The introduction of data preparation clerks, on-line terminal operators, and/or the establishment of a data processing center within the library are typical of these changes that will come about.

8) Effective systems design, development, and operations requires cooperation between the systems staff and the library staff effected by the system. Communication voids and misunderstanding can and do occur. This can be solved by a) establishing in-house programs to inform the staff of the automation goals of the library and providing introductory materials

on the capabilities and drawbacks of automated systems, and b) establishment of coordinator's positions which review the progress of the system, determine where communication gaps are occuring and then develop bridges for these gaps. There is no surer way to system failure than to have people utilizing the system who believe it won't work.

9) In addition, since a computer is now performing repetitive tasks and low level intellectual tasks, the necessity for personnel to operate at this level of skill has been reduced. The skill levels required of most library staff members will be raised, this of course will be reflected in a higher salary budget but more importantly in the kinds of new skills that will be required of library staff members. Several new skills were mentioned above. Another new skill will be required of supervisors of sections which have computing systems supporting their operation. Since the computing system becomes an intregal part of their operating activity function, the supervisor must understand the activities performed by the computer in order to properly supervise its use within the section. This will require that the supervisors have elementary knowledge of computing and the ability to understand the program documentation of the computing system. The supervisor must be able to determine when the computing system is providing him invalid information and whether the cause of that invalid information is the fault of the computing system or the fault of personnel within his organization.

The Changing Image of Libraries

I have attempted to indicate what changes will occur in library planning if their apparent goals remain the same. But more importantly is what effect the greater service levels, brought about by automation, will have on user demands, and library goals. The impact of improved retrievability and great accuracy of retrieved data, the ability to provide this service at the places it is needed and not just in the library, will force libraries into an active mode of operation instead of the traditional passive role. Librarians will be asked to pass judgement on the completeness of information available and be asked to find new sources not yet tapped. The library and the librarian will move towards an integrated role in the information transfer process.

In the educational institution the librarians will become more involved in the curriculum development for classes and become closer tied to the supplimentary material research functions in the classroom. Further, a deeper involvement with the research faculty and graduate student research programs is inevitable. It is not inconceivable that librarians will be appointed to thesis committees to insure that all pertinent information sources are utilized.

Public libraries will provide sophisticated retrieval service for the independently employed professional and the curious intellectual. Increase demands from city and county governments on their retrieval capabilities will also be made.

As a result the librarian must be skilled in the analysis, development and operations of all types of information systems. The library and librarian will be keys to all forms of informations from data to abstract concepts.

These changes will cause large changes in organizational structure and services and will demand new information science skills.

Information facilities (libraries of the future) will be providing required services never before believed necessary.

Information Science Research

In the preceding section, I have not discussed many of the problem areas of library automation for which solutions have not been found. Solutions to many of these problems could provide the means for developing more effective systems for libraries, perhaps even at reduced costs. I have left the research needs till now in order to discuss them in the larger frame work of information science.

As has been the case with the development of other new fields of study, disagreement over definitions in the field of information science have run rampant. Curriculums in the field of information science have developed in various schools in our colleges and universities where it has been politically most convenient. I believe however, that a new discipline is emerging and needs national encouragement. Funding is needed from national sources to encourage the development of more information science schools.

Secondly, for the advancement of any science or intellectual endeavor, effective information transfer must occur. We do not understand the processes of information transfer, and national emphasis on research in this area is minimal. Ineffective information transfer systems are one of the major factors contributing to the increasing costs of all research programs. More research on information systems is vitally needed. However, the number of people qualified to perform this research is small and the number of facilities where this research can be carried out are few in number. In order to expand this field of research, funds must be made available for curriculum development so that more qualified people may be trained to work in the field. Further, to perform research on information transfer, laboratories for modeling information systems, and laboratories for operating experimental transfer systems must be made available.

Certainly this country needs more than one experimental library which Project Intrex has pioneered.

Large data bases must be made available to researchers. Varification of retrieval techniques upon large data bases must be performed.

There are many difficulties with the processes of publishing and abstracting of information as presently performed. Studies of more effective methods of producing, storing and dissemination of information must be performed.

An immediate and equitable solution to the copyright problem is essential or most of our efforts toward improving the mechanisms providing access to information are in vain.

I have mentioned several areas where national leadership is needed. In general, national leadership and national goals are lacking throughout the entire fields of librarianship and information science. National programs are not at present initiated from Washington but tend to be thrust upon the federal agencies from concerned groups within the library and information science communities.

Coordination between funding agencies appears minimal. Long range goals are not in evidence. Instead, the minimal support available for programs and projects are overlapping and change their emphasis as often as the tides. As a result, confusion and disillusionment is widespread in the field.

A strong leadership position must be established at the national level. Long range goals must be established and adequate funding to achieve the goals must be provided. Only then can the solutions to information handling problems be achieved.

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SAN FRANCISCO PUBLIC LIBRARY
CIVIC CENTER · SAN FRANCISCO · CALIFORNIA 94102

October 31, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

As President of the Library Commission for a large urban public library, I should like to express a primary concern regarding the financing of public libraries which serve as resource centers.

In San Francisco, as in most other large cities, the availability of revenue has become acute and educational and cultural institutions are being limited in funding as the community deals with overwhelming problems in public health, public safety and social services. Throughout the ages, cities have served as a mecca, and today they still serve this function, but this mecca complex includes in great intensity the social, economic and educational problems of our nation.

Urban libraries, such as the San Francisco Public Library, must respond to new needs caused by immigration of new residents, many of whom are from other countries, who are disadvantaged economically and educationally. At the same time, the public library's traditional priority users continue to move outside the city boundaries and outside the taxing base of the city library. In San Francisco these prime users who are most often well educated and economically secure frequently become part of our daytime population. They expect sophitiscated services, including high level library service. These same persons are highly mobile. While living outside the city, with their office in the city, they can often be found in another American city working a normal schedule of hours. The hourly commuter schedule between San Francisco and Los Angeles is but one example easily duplicated on the East coast.

The point I am trying to make is that the large cities must cope with problems too large for their tax resources. Federal and State funds have been crucial factors in meeting urban needs in a number of urban services. Such funds have not been available in significant quantity for urban library services. The only funds we have received from federal sources have been for experimental programs, the most significant of these programs is BARC, the Bay Area Reference Center. We are proud of the BARC program which has gained national attention as an example of how an urban library can extend its resources to a network of libraries surrounding it. But here I again emphasize the fact that this has been an experimental program with no ongoing funding. City taxpayers cannot be expected to fund such a program. The BARC program has had limited funds to be applied to building the basic resources so that again city taxpayers have been in effect subsidizing this most worthwhile program.

Governmental officials are increasingly resistant to federal funds which lead the city into additional ongoing commitments in an already overburdened budget. We find it hard to seek pilot program funds when the end result is withdrawal of federal funds after about two to three years when the program just gets started.

Urban public libraries must meet the needs of the disadvantaged, the sophisticated information needs of the business and professional associations centered in the urban centers, and extend these resources to the smaller communities. To accomplish this, they need sizable federal aid for resource development, for construction of buildings, and for ongoing programs for extension of resources. The minimum estimate for a new Main Library in San Francisco is twenty six million dollars with full development costs amounting to forty two million dollars. The present limited LSCA Title II funds are totally inadequate to help with this project which is vital to the realization of San Francisco effectively serving as a national resource center.

I appreciate having the opportunity to present testimony to your Commission. I have concentrated on an area which is basic to the continued health and development of urban libraries. It is my hope that our federal government will determine that it has a continuing and more substantial role in library development. It is essential that an effective system of free access to information be developed. That system is essentially the public library and urban libraries are foundation stones for this system.

Sincerely yours,

Edward F. Callanan Jr.

EDWARD F. CALLANAN, JR
President, San Francisco
Library Commission

EFC:jem

CITY OF
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McMINNVILLE, OREGON 97128

McMinnville Public Library
McMinnville, Oregon 97128
October 16, 1972

National Commission on Libraries
1717 K Street, N.W. Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

This is my written testimony for your consideration in California in November.

What is a Public Library? Who uses it? Does the American Public really know the services that are available in their own Public Libraries? Why don't they know? These are our problems.

One of the greatest benefits a National Commission of Libraries could do is National Publicity. The publicity in newspapers must get off the Society Page...and be more newsworthy. T V commercials sell products. We have a product to sell....we should learn from some of these techniques. Evidently our publicity isn't as effective as it could be or more of the general public would be using our products.

The greatest challenge in the next decade should be Services to The Non-Reader. How are we going to reach them and gain their support? Everyone doesn't read, but we do have services for them. We must let them know what they are, and how they can use them. Public Libraries haven't tapped the audio-visual field for the non-reader. We haven't tapped the electronic field to bring communications between Libraries in order to bring information to library patrons immediately.

In Oregon, one big problem in that Federal Funds for libraries are going into the State Library support and not going out enough to the local libraries. We are working on this. We also have too many small independent public libraries that need to band together into cooperative systems. We are also working on this.

Best Wishes to the Commission and the task set before them,

Rose Marie Caughran
Rose Marie Caughran
Librarian

TOTAL
INTERLIBRARY
EXCHANGE
IN ASSOCIATION WITH THE
BLACK GOLD LIBRARY SYSTEM

October 13, 1972

REPORT TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

One cannot, even in a small measure, be familiar with the activities of the library world today without being aware of the strong impetus toward, and development of, library cooperation of many types. The successful programs developed and produced through NELINET (New England Library Information Network) and the Ohio College Library Center, the programs being advanced in Omaha and in the state of Washington, are all indicative of the present long-hoped for ability to utilize technology to achieve effective cooperation, and thereby to eliminate the redundance in the cataloging and technical processing practices which have been traditional in the library world. We librarians have been perhaps the greatest reinventors of the wheel that the world has ever known, but in the process perhaps we have at last been able to develop a library-type super wheel!

In all these activities based on the advances in automation of the past few years, it is important to give basic recognition to the fact that cooperation is the most effective way to achieve economic utilization of resources. It is important to remember that the spirit of cooperation must be first, before any realistic results may be achieved.

Here in our corner of California we have developed an exciting and successful program of cooperation among all types of libraries. This program has received no direct funding from any source, although under Title III of LSCA the Black Gold Cooperative Library System has been funded minimally "to develop cooperation."

Mrs. Catherine S. Chadwick
P. O. Box 771
Ventura, CA 93001

It all began with one library, a new college library. We now share resources with 81 libraries of all types, libraries or institutions or agencies or businesses which are involved in Total Interlibrary Exchange, a program which has been noted by the State Senate in a report as requested by Senate Resolution 226. This report, prepared by Wilson Riles, State Superintendent of Public Instruction, Sidney W. Brossman, Chancellor of Community Colleges, Glenn S. Dumke, Chancellor of State Colleges, Charles J. Hitch, President of the University of California, and Carma Leigh, State Librarian, was the basis for a proposal of networking for California which fits in with the national picture of cooperation. While the bill for networking, SB 530, inspired by the Senate report, has not been at the present time introduced, its companion, SB 1261, providing for adequate funding for library systems, has been overwhelmingly approved by the State Senate and can be expected to be approved by the Assembly, and we hope will be signed by the Governor. These two bills together provided needed substance to back up the programs of cooperation in the state.

Total Interlibrary Exchange, which is the program of all types of libraries and agencies effective in five counties in the south central part of California--San Luis Obispo, Santa Barbara, Kern, one area of Los Angeles County, and Ventura County--takes in libraries which were interested in cooperation with the Black Gold System. One of the earliest library systems in California, the Black Gold Cooperative Library System involves seven public libraries. Its chief feature is a book-form catalog produced first in cooperation with Los Angeles County and with the East Bay System, later independently and now utilizing a data base made up of MARC II, the Fairfax County, Virginia, data base and others which are being added at the commercial firm which produces our catalog. The fact that we have displayed a document which lists materials available has been a very influential feature in interesting libraries and agencies of all types to cooperate.

Mrs. Catherine S. Chadwick
P. O. Box 771
Ventura, CA 93001

Another strong feature of our cooperation is our Information Center in connection with the Santa Barbara Public Library. All members of Total Interlibrary Exchange receive a telephone credit card and the opportunity to participate free of charge in the Information Center. Our strongest and most helpful member has been the University of California at Santa Barbara which has given support that could not be measured in value to the System. Since the staff on the Information Center go out to the University, copy documents, do research, and do not require the services of the University librarians, they have been gracious and helpful in establishing this form of information program. One of the most exciting features of the whole program is the exchange of information that goes on among all our members. A brief listing can give you an idea of who belongs to this system and what their various requirements and interests might be. In our handbook these libraries and agencies are listed not only by name and special collections and services, but also by location and type of library. We are eagerly looking forward to the hope that eventually in the Santa Clara Valley in Northern California, which also has a book-form catalog, the new cooperative CIN (Cooperative Information Network) will be available for exchange of handbooks, and that we may be able to cooperate in a more complete way.

Truly we are at the beginning of the most exciting evolutionary development in library history, and TIE and the Black Gold System are proud to be a part of it. While we have published very little on our program having been so deeply involved in actualizing it, we are always glad to answer questions and hope that within the next few months we can produce something that will be more informative in a general way than the answers to the many verbal and written inquiries which we receive.

Innovative, effective programs, utilizing the technological marvels of the new age to implement and actualize cooperative programs, will bring the sharing of

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information resources to reality and fruition.

We must hope that our National Commission will give the full weight of its influence to support them.

Mrs. Catherine S. Chadwick
Director of Library Services
Ventura County and City Library System
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CITY OF LOS ANGELES
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Watts Branch Library
1501 East 103rd Street
Los Angeles, CA 90002

October 16, 1972

Frederick H. Burkhardt
National Commission on Libraries
and Information Science
1717 K Street N.W. (Suite 601)
Washington, D.C. 20036

Dear Sir:

Enclosed is written testimony for consideration prior to your regional hearing on November 29, 1972 in San Francisco, California.

I have limited my testimony to the "needs of libraries in minority group communities" since you indicated that this was of particular interest to the Commission.

May I respectfully suggest that you consider substituting the term "ethnic group" for "minority group" in your hearing. The peoples to whom you no doubt have referrence, do in fact represent a majority in certain geographic areas.

Sincerely,

Barbara H. Clark

(Mrs.) Barbara H. Clark
Branch Librarian

BHC/saw
Enclosure

October 16, 1972

To: National Commission on Libraries
and Information Science
1717 K Street, N.W. (Suite 601)
Washington, D.C. 20036

From: Mrs. Barbara H. Clark
Los Angeles Public Library
Watts Branch
1501 E. 103rd Street
Los Angeles, CA 90002

Subject: "Needs of libraries in minority group communities".

Residents of ghetto communities, perhaps unlike their counterparts in more affluent communities, do not automatically use libraries. This is true, partially, because the traditional, staid, formalized library designed for research students, has no relevancy for them. The needs of libraries serving minority group communities should be examined in three major areas: the building itself, the staff, and the service provided.

The Building

The library building should be large enough to have a separate community meeting room. Often there is no place in the community for residents to gather and discuss mutual problems.

The building should have separate study areas. Many students come from large families and have no quiet place at home to study. The library should provide such a place.

The library should have a separate Audio-Visual room equipped with projectors, record players, tape players, television, etc. This would make available to non-readers as well as readers the wealth of material now available on film, tape, records, cassettes, and educational TV.

The Staff

The staff of libraries in minority group communities should include members of that minority group on all job levels. These should be people who identify with the community, and with whom the community can identify, whether by language or by race.

Included on the staff should be at least one full-time "Community Aide." This should be someone from the community who functions as a liason between the library and the community, continually informing the community of what the library has to offer and informing the library of what the community needs.

The staff should include a librarian who functions as a "study-helper" for students. Many ghetto students have not been taught how to use libraries, how to use encyclopedias, how to pull information out of a page of print. It is not enough to hand such a student a book. He must be helped to find the information he needs by someone who will sit down with him and show him how.

The Service

Library service in minority group communities should go beyond handing the appropriate book to the right patron. The library should serve as an information center, maintaining an up-to-date file of community agencies and their services, for referral purposes.

Tutoring in reading should be available to children and adults, also in English and any other subject as needed. People who have not found it easy to learn in a ghetto classroom often do very well with an individual tutor.

Attractive exhibits, and special programs and activities, both informative and entertaining, should be continually available. These give a feeling of informality, friendliness, and fun to the library so that patrons don't find its atmosphere forbidding.

Materials that are relevant to the community's needs are essential to the library's service. These include books, newspapers and magazines, of course; but also local newsletters, flyers, and brochures, and give-away pamphlets from social agencies. These also include local announcements, school newspapers, local "underground" publications and the local "throw-away " newspapers.

Libraries in minority group communities should serve the community first, and by so doing they serve their governing bodies best.

LITTON SYSTEMS, INC. GUIDANCE AND CONTROL SYSTEMS DIVISION 5500 CANOGA AVENUE · WOODLAND HILLS, CALIFORNIA 91364
887-4040 · CABLE ADDRESS LITTIND

November 4, 1972

Mr. Frederick Burkhardt
National Commission on Libraries and
Information Science
Suite 601
1717 K Street N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Three of us in Los Angeles received requests for testimony - Miss Helen Waldron, Mr. H. W. Jones and myself. We decided to pool our comments and submit one reply.

We also asked Miss Myra Grenier from Aerojet General, and Vic Michel from Autonetics, a Division of North American Rockwell to participate in our discussion.

Our comments are divided into four sections. Section one addresses itself to the question about the changing information needs of users of a special library and what can be done at the national level. Section two comments on the convergence between traditional library services and those based on computer data bases. Section three contains a brief description of our Los Angeles Regional Technical Information Users Council's report #1 which is enclosed and which gives our commendations in some instances, in others our suggestions for improvement of Federal and Quasi Federal information producing agencies. Section four will supply additional comments on possible improvements.

Thank you for this opportunity to participate.

We hope that these comments and suggestions will be of assistance to the commission in setting their goals and objectives for the coming year.

Sincerely yours,

Joe Ann Clifton
for

Joe Ann Clifton
H. W. Jones
Helen Waldron
Myra Grenier
Vic Michel

JAC/bfs

Section 1

Today's "special library" user has been affected by the following:

1. Aerospace depression which forced companies to develope new product lines. New product lines meant exploration of new subjects ie environmental science, transportation etc.

    a. Problems

        (1) The increased demand for transportation documentation was not satisfied by the Department of Transportation. There needs to be a clearinghouse for transportation material.

        (2) The Environmental Protection Agencies by printing many of their own reports on a regional basis instead of thru the Government Printing Office are generating reports which are not at this time listed in any index. The material is lost to the information community.

2. The attempt by government agencies to recover part of their production costs and in some instances to become self-sustaining.

    a. Problems

        (1) Defense Documentation Center and NASA implemented a cost for their documents and NTIS assumed the the unclassified distribution.

        At the same time DCASO, who enforces the government security regulations is insisting that we destroy any document that is not covered by a current contract. This effects us in two ways. Our budget has had to be increased to meet these costs at a time when the economy is not at its very best. Then the security people tell us to destroy a document which when we get a new contract next month will have to be re-purchased. The user is effected because we attempt to get him to accept Microfiche instead of "hard copy" because it cost $.90 per document instead of $3, $6, $9 or more.

        The under thirty user accepts this more readily because he grew up with visual aids. The over thirty age group fights against accepting it and resents the limitations imposed on him.

The end result of this charging is that information is not as free flowing as it once was. Which from a scientific and pratical point of view is regrettable.

This could be eleviated if documentation charges and automated literature searches could be charged back to the various contracts. Could the commission investigate this possibility?

(2) Due to the same security restrictions it is often difficult to gain permission to retain items such as classified Indexes to government documentation. The government should institute a "reference only" category so that it is not necessary to constantly change these from contract to contract by a formal letter of request. One company contract closure man estimates that the retention permission cost runs about $30 per document.

(3) The DOD Information Analysis Centers are vital to us because they collect specific subject information that is many times not to be found elsewhere. These IAC's should be subsized if necessary rather than disbanded such as the Electronic Properties Information Center recently was. What a loss to the information community.

Section 2

To give service to one's users, most libraries must on occasion rely on output from a computer data base or bases. The quantity of requests received by a library requiring this type of service determines to a large extent whether a special library shall be tradionally structured, computer based or combined. If tradionally structured, then these types of requests have to be handled by one of the outside commercial services such as ISI, CCM, NASA Regional Sponsored organizations such as WESREC, IFI etc.

Even the computer based and/or combination libraries don't always have all the data bases that they need to handle all their inquiries.

The problem that is manifesting itself with increasing frequency, especially in the Science-Technology area is the lack of multi-discipline networks. The opportunity to cross-search multiple disciplines is a growing need that gets more critical each day.

It would be exceedingly beneficial if the commission could recommend the establishment of multi-discipline data banks with concomitat standardization either by private enterprise or government agencies.

A really outstanding library should be a hybrid of the traditional and the computer based systems. The creativity is in obtaining the proper mix to meet the specific needs of the individual special library.

Section 3

Enclosed is a copy of the Los Angeles Regional Technical Information Users Council's Report Number 1 which was distributed in 1972. Since this was our first report it took a while to get it edited, published and a post office box for a return address. Hence the delay in distribution.

Please see page ii for explanation of how the council was established. See page 1 for the introduction to the report, pages six thru eleven for a summary of our findings and recommendations, and pages 68-70 for a list of our members.

This year we have chosen new study areas. We have committees for the following:

1. NASA Information Programs
2. Retention of Classified Documents
3. DOD Centers - Charging Schedules
4. AEC Information Programs
5. Data Costs & Contract Negotiations
6. Library of Congress
7. IEEE Publications
8. Coordination of Government Information Programs

Two of last year's committees have been reactivated because of user problems - the G. P. O. Committee and the NTIS committee.

Response to our report has been very good. Many agencies have incorporated our suggestions into their procedures. Some, however talk a good story but show no concrete improvements. We desire performance not lip service. We want to be able to give the ultimate consumer, our users, the information which they require to satisfactorily perform on our government contracts or in commercial ventures.

Section 4

1. Public Relations

   a. More information should be gotten out to librarians and the general public on the National Referral Center.

   b. An outstanding PR job should be done on updated libraries - public, university and special, (Special libraries are probably the least understood) and what these libraries can do for their users. Make people aware of libraries as they have never been before.

   c. Emphasize the library information networks, whether they're funded by the State or Federal governments or by private enterprise.

(1) Commission should encourage continuation of government funding for library information networks and systems that have proven themselves. Seed money is not always sufficient.

Alene Cooper

City-County Library
408 Third Avenue South
GLASGOW, MONTANA 59230

The four-county federation demonstration in Northeast Montana is in its earliest stage of development and therefore my remarks are based on what I anticipate will be the problems during the demonstration period. The demonstration is being funded by LSCA grants and is dependent upon the continued Congressional appropriation of these funds.

There is always a possibility that a cooperative library effort such as ours may not have the whole hearted support of the participating librarians and therefore the first necessity is to sell these librarians of the other three counties on the value of a federation to their libraries and users. This will of course have to be demonstrated to them by superior service and cooperation extended from the headquarters library through the bookmobile service and other programs initiated. It will further entail regularly scheduled meetings of the participating librarians and the coordinator which will provide opportunities to solve problems, to communicate and to give in-service training. These meetings must be used to establish concepts of superior library service for each county library and the responsibility for seeing that they are put into practice is that of the coordinator's.

Equally important will be the necessity to inform and persuade trustees and governing bodies in the four counties, whether they be county commissioners or city councils, that a library federation is of primary importance to this area. This must be done through a program of regularly scheduled reports, visits and meetings with these officials that will provide opportunities to thoroughly acquaint them with the library program, to answer questions and to dispell misconceptions.

It will only be through this concerted effort which must start at the beginning of the demonstration that tax support will be forthcoming at the end of the demonstration to continue the federation. Even with the best efforts there will undoubtedly be difficulty in persuading governing bodies to assume the costs of continuing the federation since it will mean in each county an increase in the mill levy for library support. There is here as elsewhere much competion for tax dollars and it will mandatory to establish early a high priority for the improved library services the federation will provide during the demonstration.

There is finally always the problem of a good public relations program that will inform the public, make them aware of library services available to them and encourage and increase their use of these services. The success or failure of the demonstation will depend in the first instance on the degree of support it has among the communities of the four counties and support will only be forthcoming if the library programs have reached the majority of the people.

The California State LIBRARY

ETHEL S. CROCKETT
STATE LIBRARIAN

LIBRARY-COURTS BUILDING
P O BOX 2037
SACRAMENTO, CALIFORNIA 95809

November 3, 1972

National Commission on Libraries
and Information Science
1717 K Street, N. W., Suite 601
Washington, D. C. 20036

Dear Commissioners:

As California State Librarian, I have assessed current library problems on a statewide basis. The following testimony represents my thoughts and my own views, as well as those of library leaders throughout the state, with whom I have worked.

In truth, the library is an agency for education. Nowadays the public library is not confined to information in print, rich and varied as that may be. In addition, there are sound recordings of music and the spoken word; educational films available in some of the large libraries and there is no reason why even more exotic media; film loops, video tapes, and cable TV cannot be involved. All of these now constitute the materials which are becoming more and more customary in today's modern libraries. They contribute to education in the broadest sense, not just for grades and diplomas but education for growth which can be carried on throughout life as a natural activity of the person who has resisted the temptation to stagnate.

The library is essential to the free flow of information which is an integral part of the democratic way of life. If the library as we know it would disappear, that would probably be a point at which we could mark the end of democracy, which is based on individual opportunity and individual decision both of which rest on open access to knowledge and ideas. Repressive societies limit sources of information. Democracy to be effective has to be practiced, whereas, other forms of government whether derived from medicine men or kings or dictators need only to be accepted to endure. Thus, an agency of continuing education such as the library plays a role in the life of the nation as well as the county and the individual. Through it we will garner fresh ideas, renew values and preserve our heritage.

There must be a Master Plan for a library network which California now has and it has as its rationale that larger units of service are necessary for efficient operation. The theory of the Plan must be organized into nationwide guidelines for the mobilization of total library resources in California, and in state by state, to provide service through joint action by all types of libraries and information centers. The total library collections of California, and in every other state, are to be regarded as a general public resource. The Master Plan will aim to strengthen, organize, and exploit total recorded information for the universal public interest. The purpose of the Master Plan is to insure that, insofar as possible, all people will have free and convenient access to all library resources and services. By this approach local libraries should be able to reach all categories of readers in their own communities, whether they be professional users or disadvantaged students. Anyone who comes needing help should be provided with appropriate responses and services. By thus expanding the resources available to local libraries, the Master Plan aims to help them to respond more sensitively to the special needs of all sectors of the communities they service. The Master Plan should operate on a flexible design within the formal organization of first, the statewide and/or network of libraries and information center, and later branch out into each other state network, taking into consideration the individual characteristics of communities and geographic area. This will be accomplished through a library system. A system is defined as a group of libraries which works together for common goals. This group has a system center that provides bi-directional communication links from the center to the participating libraries and back. There are different types of systems. For example, there are systems of all one kind of library, such as all school libraries or all academic libraries or all public libraries. Since libraries of a type tend to be duplicative, rather than supplemental, the general public interest is usually better served by systems which combine the varied capabilities of different types of libraries and information agencies. Systems are at first geographically limited in scope and later come together to form statewide networks and then a national network.

National regional resource centers have already been designated in California as the San Francisco Public Library and the Los Angeles Public Library. These must be fully established and strengthened. At the network level the system centers normally will transmit unfilled needs to the State Library which, as the research center in each state will supply both services requested and a statewide referral service among all system centers. If the State Library cannot provide a needed service it will try to obtain it from another network research library, and if California resources have been exhausted, will seek the information from out-of-state sources. Once a source has been located by the network center the information or document may be transmitted directly from the source to the requesting library. The resident, therefore, has almost unlimited library resources within their call no matter where he may reside.

To provide necessary library service at the first step - statewide - financing then must be available from federal, state, and local sources. Networking crosses jurisdictional lines so a combination of local, state, and federal sources is and must be the appropriate means of financing for total library service networks. These three funding sources can provide and extend public library service to geographical areas and groups of persons without such services; improve such services in such areas and for such operating programs and projects to provide state institutional library services; increase library services to the physically handicapped and aged, early childhood education, provide library services for economically disadvantaged in urban and rural areas, still unreached, can be realized; the national or regional resource centers will be strengthened, and the state library agencies made strong for their leadership role under the Master Plan.

Interlibrary cooperation must be fostered to provide the nation and its peoples with the information services needed without regard to race, color, or national origin that is free to all.

Cordially,

Ethel S. Crockett

Ethel S. Crockett
California State Librarian

ESC:ajo

INTRODUCTION

My name is John R. Cunningham. I am the president of Bibliotherapeutics of Berkeley, a research center in library and information science, and a Ph.D. student in librarianship at the University of California, Berkeley.

BACKGROUND

This commission will receive much advice on how to make the nation's library and information systems more effective. If the past is any guide, most of these recommendations will offer suggestions for increased efficiency by the implementation of various technologies --- especially computers --- and by the introduction of various management arrangements. My remarks do not include recommendations of that sort.

These themes of technological innovation and managerial-organizational streamlining are the same ones that previous studies have dealt with and they are the themes with which the literature of librarianship already abounds. Yet little improvement in services is ever seen and still another commission will probably be organized. If anything, the library services, as with the quality of life in general in this country, have deteriorated and are in a more chaotic state than they were twenty years ago.

Rather than focusing on more of the same and looking for bigger and faster systems as this commission seems to be doing, perhaps it should at least wonder if there isn't some correspondence between the spread of "computerized efficiency" attitudes and the deterioration of services. One hesitates to bring these matters forward since concerns of this nature are usually dismissed as "Luddite-like" or worse. This provides a very efficient method of excluding considerations which militate against the supposedly desirable technological solution for which this commission searches.

THE GENERAL ISSUES IN LIBRARIANSHIP AND INFORMATION SCIENCE

If we truly wish "to improve existing libraries and information services" as your letter states, we cannot skip so hastily from considerations of effectiveness to thoughts of efficiency without examining the assumptions and the purposes underlying our concerns. We need to examine what constitutes "effective" library service in a democracy before entertaining thoughts of how to build a machine that will provide it. The issue is not how to make libraries more efficient but how to effectuate the purposes of a library system.

There are important matters which must be put in proportion. We need to decide first about the quality and the character of a proper society and the role of a library system in it. A sensible technology would be subservient to these issues. Establishing an efficient means or technology first would be putting the cart before the horse, which may be what is wrong with our lives, our libraries, and our technology too.

We might ask what good is library service anyway? And for whom? Do we really have thousands of technicians and scientists clamoring for computer-stored data from our libraries? Is there a real demand for scientific information from the citizenry which is not already being met by the journals, by the research centers, the universities, and the government? Are split-second retrieval systems necessary to improve existing libraries. What sort of information is it that can be stored and retrieved so simply, so quickly, or mindlessly? And for whom? Must libraries even attempt the storage of all the trivia and ephemera which gushes from the publishing factories and the research mills? Do the archival responsibilities of libraries extend to damaging their capability to serve their present public? Or should we perhaps ponder with T.S. Eliot his question: What has become of the knowledge that we lost in information?

Are the purposes of libraries being perverted to the precipitance of technological availability and the crush of marketing strategems?

As is obvious from the way I have posed these questions my own thinking is that we have indeed perverted the goals of library service and this commission is likely to continue this said situation.

POTENTIAL AVENUES OF APPROACH

The focus of any commission concerned with providing library services to the American people should be first, on the social effects and personal consequences of reading and reading-like activities, and secondly on the role of the public library in the web of our cultural and political institutions. Both issues can illuminate in a special way the American experience and the American faith in human potential and individual dignity. They may also provide some slight hope and succor in these days of drift and confusion. Energy and effort expended by this commission to expand computer-based data banks, to initiate work on the mythical information utilities of the future, or to further any of the other commercial products and technological wizardry is misspent; one might say stolen from the American people. Which has a right to the best possible library system, and more generally, the best system of public instruction and edification in the world.

THE PRECEDENT OF BIBLIOTHERAPEUTICS

A small number of librarians and information scientists have found a private research center in Berkeley where the ways of providing the best possible library service are being examined. Implicit in the endeavor of course is the development of a more vital philosophy of librarianship than has hitherto been attempted.

At Bibliotherapeutics we have tried to relate the personal and social issues surrounding books and reading and the institutional role of the library in a democratic system of public instruction. We have consciously rejected a search for mechanical solutions and directed our concerns along traditional avenues with the hope that a serious review of the issues in librarianship will clear away much of the cant and obfuscation currently in fashion in research and professional circles. We are making systematic analyses of these issues without the operationally-constrained temper and the reductionist tone of traditional "systems analysis". Our aim is to provide a description of fundamental bases for policy analysis by studying goals and purposes before establishing priority arrangements or judging alternative modes of achieving objectives.

Reading can be the activity most clearly enhancing an individual's understanding of his relationships with the world and to his fellow citizens and the best supporting conscious and purposeful utilization of his experience. Every educated person -- certainly every librarian -- can attest through personal experience to the impact of reading in his own life. Further, world literature abounds with testimonials to the profound effect of books and reading on people's lives. One of the more extraordinary is the case of Frank Canzio (author of Man Against Fate, New York, 1958) who in reading Emerson's essay on responsibility was moved to begin a massive task of self-education which led to his release from prison twenty-three years later. A recent and more famous case is the astounding transformation of "Big Red" into Malcolm X, who says in his Autobiography:

> "I have often reflected upon the new vistas the reading opened to me. I knew right there in prison that reading had changed forever the course of my life... Not long ago, an English writer telephoned me from London, asking

> questions. One was, 'What's your alma mater?' I told him, 'Books'"

Any librarian worth his salt can add dozens of such cases at a moment's reflection; a thorough study of the literature would uncover innumerable examples.

If it is the case that we can recognize the profound impact books and reading have on people's lives -- and the likelihood that reading-like activities (music, film, etc.) have similar effects -- why do those responsible for allocating public funds divert resources to mechanical gadgetry while undernourishing librarianship? Why is money intended for research into improved methods of library service routed instead to projects with trivial aims such as providing immediate data retrieval capabilities to a handful of resource-rich physicists who probably don't want it anyway? The alarums to which we have grown accustomed regarding the alleged exponential growth of material have succeeded in diverting attention from the real issues of librarianship. Electronic data processing capabilities are expanded, certain technical processes of large scale bibliographic control are studied, and research proceeds on how to blunt the natural antipathy librarians and patrons have for these machines, while the supposed purposes of it all are slighted and ignored.

In contrast, the recent work at Bibliotherapeutics has been concentrated on the relationship between personal growth and "literature" (broadly conceived as formulaic intellectual input: books, film, poetry, music, etc.,) as well as the effects of reading on various social groups (the aged, the delinquent, the infirm, etc.,).

The general underlying metaphysic of our enterprise is the belief that the American public library represents, in embryonic form, the ideal intellectual node in a democratic learning network, in marked contrast to the present rigid regimen of instruction and lockstep schooling, kindergarten to graduate school. We think that the public library model -- non-coercive, non-authoritarian, and community-based -- is the proper one for providing public education for the democratic citizen and the whole person throughout life. Current research efforts at Bibliotherapeutics are viewed as the necessary propaedeutic for the policy analyses and reformulations of the future.

SOME SUGGESTIONS AND RECOMMENDATIONS

The over-riding issue facing this commission should be that of readership and public policy, and, as an ancillary issue, readership and libraries. The issues of information needs, or information transfer, or storage and retrieval methods, are minor in comparison, and extended concern with them may be detrimental to the purpose of the commission. To put it in the form of a question again, Why are we interested in serving the reading public? This query regarding goals preceeds and should antedate the problem: How to serve the reading public?

The argument can be made, and indeed has been made, that public policy should encourage readership. The question we ask here is, Why? The most cynical answer is that readers are cheap. Readers cause fewer social problems, contribute more to the social welfare, and chew up fewer community resources. There is less crime and delinquency among readers than among illiterates. Yet, can we argue, convincingly, that money spent by a community on a new bookmobile or young adult librarian is more cost effective in reducing juvenile delinquency than the same amount spent on a new police gadget? It is probably true, but can we prove it? Unfortunately not, but such issues are the proper domain of this commission.

Research in librarianship should focus now on examining the effects of reading and other cognitive input on the behavior of various social groupings (by age cohorts, by infirmity, by class, by social deviance, and by other demographic classifications) and whether increased readership is possible or would be useful for them. Phenomena of importance to such research would include the effects of changing occupational patterns, the increasing amount of leisure in American life, and other elements of the rapidly paced social transformation it may be to early to identify satisfactorily.

A CAUTION AND CONCLUSION

Other testimony is being presented about the needs of college, special, and research libraries; it will especially disagree with my assessment that the public library system in this country should be the primary focus of your investigation, and with my contention that the public library system has been given short shift by the federal government, most of the leaders in the library profession, and the vast majority of researchers in library and information sciences. Some of the same people who, for the past decade, have been deriding public libraries and ridiculing their concerns are now beginning to find them of interest as the funding of the more glamorous computer-based systems falls off. These technically-oriented researchers will bring with them the same unexamined assumptions that failed them in the previous studies.

The public library possesses a reservoir of good will from the citizenry because of its century-long service to their edification. It would be sad indeed if unemployed engineers, computer-scientists, and professional R&D men are allowed to cash in on this good will while simultaneously destroying what thousands of librarians have spent such a long time building up. Even in the face of the "quickened pace of change" we hear so much about, we might take our lead toward answering the question of what constitutes effective library service, not from those possessed of a narrow technical expertise, but from this broad reservoir of good will, for as Augustine points out "securus judicat orbis terrarum" (the firmest judgments are those most widely based).

John R. Cunningham
President
Bibliotherapeutics
1801 Rose Street
Berkeley, California 94703

City of Pasadena
285 EAST WALNUT STREET
PASADENA, CALIFORNIA 91101

PUBLIC LIBRARY

November 9, 1972

Mr. Frederick Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

The enclosed questionnaire will indicate that I will not be present for the hearing in San Francisco. Rather than submit a lengthy written testimony I would like to make one point which may be presented in other testimony throughout the country.

Urban areas need a library card that would be useable in any jurisdiction without regard to city and county boundaries. The problem arises in unequal services from varying levels of support in the cities that are contiguous. If financial support could be made reimburseable for services provided to non-residents, a universal type card could be a possibility. The national support of such a service would make it a possibility. The advantages would be for all residents of whatever size community who found their library use pattern taking them over city, county or state lines. Types of libraries could be gradually involved as procedures are established from public and county to schools, colleges, universities, and finally to special libraries.

Thanks for this opportunity to participate.

Yours very sincerely,

Marjorie Donaldson

Marjorie Donaldson
Library Director

MD:hp

Enclosure

UNIVERSITY OF CALIFORNIA, BERKELEY

BERKELEY • DAVIS • IRVINE • LOS ANGELES • RIVERSIDE • SAN DIEGO • SAN FRANCISCO SANTA BARBARA • SANTA CRUZ

THE GENERAL LIBRARY BERKELEY, CALIFORNIA 94720

4 January 1973

Mr. Charles Stevens
Executive Director
National Commission on Libraries
and Informational Science
1717 K Street
S. 601-603
Washington, D.C. 20036

Dear Chuck:

It was a pleasure to have the opportunity to testify before the Commission. I don't envy the Commission's task in having to sift through what probably amounts to tons of written and oral testimony. Based on what little I heard, there is both considerable disagreement, and surprising,very little that is really new.

I am submitting my testimony in written form for the record. I gathered from Mr. Burkhardt's comments that this was the procedure preferred by the Commission.

If I can be of any further assistance to you, please don't hesitate to ask.

Sincerely yours,

Dick

Richard M. Dougherty
University Librarian

RMD:gsr

Testimony of Richard M. Dougherty to the National Commission on Libraries and Informational Science, San Francisco, California, November 29, 1972.

The collections of large university libraries represent a great reservoir of information to scholars and students as well as to the general public. Now that the library and information science professions are attempting to develop networks which will improve access to information, it is not surprising people expect research libraries to share their resources on a broader scale than in the past. Of course, most university libraries for many years have lent materials on request. Unfortunately, the costs associated with the inter-library lending have now increased to the point where research libraries are finding it very difficult to sustain their activities. The situation has become so serious that some research libraries are considering restricting the use of their collections or charging a fee for lending.

A few university libraries have been provided special subsidies to defray the costs of participation in state networks, but there is no funding mechanism to support university libraries which participate in regional or interstate networks.

During the recent times of relative library affluence, I suspect many libraries were willing to shoulder heavy lending burdens because they considered it their professional responsibility. Now, during a period of scarce resources, it is likely that some libraries will become less willing to continue lending on a gratis basis. The facts are that in order for university libraries to serve as the cornerstones of regional and national networks, additional funds must be made available. Resources will be needed to support the services and the acquisition of little-used research materials.

I specifically recommend that certain research libraries be designated national resources, and that funds to support networking activities be appropriated to the designated institutions. The selection of national resource libraries could be based on one or more of the following criteria:

1) The libraries which currently lend the most materials (e.g. the net-lender concept employed by the National Library of Medicine;
2) the geographical pattern of inter-library lending (a geographical dispersion analysis would reveal which libraries now serve an interstate or regional clientele);
3) the size of collections;
4) the size of acquisition budgets; or
5) the nature of acquisitions (i.e. current vs. retrospective, U.S. vs. foreign, etc.).

The second matter I would like to bring to the attention of the Commission is the need for library staff development programs. Staff development may not be a "glamour" concern, but it is essential if libraries are to be forward during the seventies. Much of the testimony presented to the Commission deals with the potential benefits to be gained from the application of new computer and communication technologies. On this point, I have no objection. I look forward to the expanded use of the technological developments; however, we must also prepare our library staffs. Many staff members view the new advancements as threats to job status and security, and not without some justification. It must be acknowledged that some jobs will be eliminated and others changed. Consequently, it will be incumbent on library management to prepare their staffs to assume new and different opportunities. We must also familiarize many middle-level managers with the newer managerial concepts in planning, budgeting, and organization. In short, the challenge is to create a climate in which change can procede at an orderly pace.

It would be extremely beneficial to large public and university libraries if special training grants could be made available to underwrite programs.

If special funding cannot be obtained, the Commission could still play an important role through a forcefully worded endorsement of the proposal. Ultimately, we must create an understanding and acceptance of the importance of development programs. Furthermore, the funds to support the programs should be included as part of the regular library budget. It is my conviction that staff development programs will provide the quickest route to a general staff acceptance and adoption of the new technologies.

Info-- Information Center for Southern California Libraries

The Board of Directors of Info, Information Center for Southern California Libraries, is pleased to submit testimony to the National Commission on Libraries and Information Science relative to the development of an intertype library cooperative resources clearinghouse.

DESCRIPTION

Info was conceived in 1968, chartered as a nonprofit organization in California in 1970, and has been operating since January 1971. It was designed to broaden awareness of, and to ease access to, information resources. The main purpose of its formation was to break down one of the major barriers to interlibrary cooperation, viz, the lack of knowledge regarding the location and availability of specific resources. It acts as a clearinghouse for information regarding resource location by:

- Gathering in a central location information about the information resources of the area including book catalogs, serials holdings lists, technical report holdings, data sources, experts in other fields and other pertinent published and unpublished material relating to library collections.
- Collecting information about the conditions of access to area libraries.
- Developing a machinery for facilitating access to these libraries and for properly screening inquiries so that they are most equitably distributed.
- Disseminating information about resources and conditions of access through a regular publication and other appropriate public information activities.
- Maintaining a listing of individuals having expertise in various fields as well as a listing of resources.

Its immediate and long-range objectives are given in its Plan of Service which is attached to this report. It is not Info's purpose to be just another "bibliographic center."

Info's formation was the logical outgrowth of the need of all types of libraries to share resources. Concurrent with Info's development the California Library Association expressed this same concern in its Master Plan for Total Library

Service from which later was formulated The California Library Network — A Master Plan. One of the categories of cooperative services called out in the Network Plan is that of bibliographic control:

> "Effective sharing of resources and services among cooperating libraries requires that each library be as well informed as possible about the collections of other libraries. Only when the knowledge of library holdings becomes widely available can interlibrary loan requests, for example, be directed quickly and accurately to the best sources and only when readers can consult the subject catalogs of libraries other than their own can they discover the fuller range of resources that might be requested. Comprehensive bibliographical control is one of the keys to total library services, and all library systems should strive to achieve it through such means as: (1) system-wide union catalogs of the monographic holdings of major library units, (2) system-wide union lists of serial publications, especially periodicals and newspapers, (3) the distribution in book form of the catalogs of individual libraries or of library systems as a whole, (4) maintenance and, when possible, publication of state-wide union catalogs and lists, and (5) publications that describe in general terms the fields of strength of individual libraries, library systems, and research libraries."

It is exactly this type of resource that Info is committed to build as its primary data base.

DEVELOPMENT

Membership dues from 17 Charter Members (representing 43 libraries with 769 outlets) provided a $9000/yr. income which enabled Info to begin its operation with a part-time Resource Specialist. This was an indication of the interest, dedication and concern of Info's membership to show how the intertype cooperative system could work without waiting for "seed" money from outside sources.

It has been encouraging to Info that membership has not decreased during its second year of operation, but neither has it increased. Therefore income has remained constant. Expansion has proved difficult without a stronger beginning financial base to build the tools and provide the service, which in turn would enable Info to increase its membership and income. Members of the Board of Directors all have their own full-time positions; Info has not been able to give the public relations time and effort to reach the membership potential. The part-time Resource Specialist has little time left over from answering queries to do any formalized large-scale resources building, although working files are being added to on a continuing basis. Not unexpectedly the major problem in Info's development has been a financial one.

It is not Info's intent to complain to the Commission about its inadequate funding. Now that the State Network Plan has been formalized, the role of the resources clearinghouse available to all types of libraries is more apparent to all concerned;

Info's Board of Directors is confident of receiving support from LSCA funds administered by the California State Library.

DEVELOPMENT PROBLEMS SUMMARY

Info's development problems are related directly or indirectly to funding. There has always been enthusiastic library support for the Info concept and an expression of need for the intertype library clearinghouse service.

Members have joined Info because they need its services. There are others who believe wholeheartedly in Info's objectives but who are reluctant to contribute to its support through membership fees until full-scale service is assured. There are still others who contend that such undertakings must be financed through State and Federal funds.

One major problem has seemed to be the fact that existing funds are designated for the use of a particular type of library and are not available for intertype library systems. This condition has also kept existing systems serving a particular kind of library from opening up its service to all types.

IMPLICATIONS FOR NETWORK DEVELOPMENT

The trend today is toward cooperation between libraries — all types of libraries; the motivation, the inclination on the part of libraries and librarians is there. Since the major obstacle to cooperation is the lack of knowledge of where needed resources, especially the uncommon, unique resources, are located, mechanisms to bring this about must be encouraged and given priority if cooperation can take palce. Info's experience, even limited in scale, demonstrates how essential this is.

The Board of Directors of Info and Info members consider the "Info concept" an "investment in the future" — the kind of investment that the Commission should not ignore.

Submitted 20 November 1972 by Info Board of Directors:

Norman Dudley (University of California, Los Angeles)
William L. Emerson (Palos Verdes Library District)
Irene Gilbride (Litton Industries, Inc.)
Dorothy Moore (Pepperdine University)
Edythe Moore (The Aerospace Corporation)
Cecily J. Surace (Metropolitan Cooperative Library System)
Ernest Siegel (Los Angeles Public Library)
Murray Threadgill (Santiago Library System)

Info's PLAN OF SERVICE

A. Immediate Objectives

- To serve as a regional, intercommunity, intertype library cooperative clearinghouse and referral center for its members.

- To enable participating libraries to go beyond their traditional patterns of service.

- To overcome the costly isolation of different types of libraries from each other, by promoting more equitable sharing of library resources and by extending the responsibility for sharing of resources to all types and sizes of libraries.

- To assist nonacademic libraries in making a contribution to expanding educational programs at all levels, by providing increased access to educational literature resources.

- To develop and make available files on unpublished resources and to arrange for contacts with experts in a wide range of disciplines and specialities, e.g., supplying information to answer "who knows it and how do I reach him?"

- To provide information about the location of specific published resources, supplying information relative to the conditions for physical access to specific library resources, and arranging for such access when appropriate to do so, e.g., answering all questions, "where can I get it?", "how do I go about getting it?"

- To provide support to existing information services and reference centers, e.g., SCAN - Southern California Answering Network, BARC - Bay Area Reference Center, Black Gold Library System Information Center.

- To further the implementation of the California Master Plan for Total Library Service; to further the development of both geographic and subject-oriented library networks.

B. Long-Range Objectives

- To extend the bases for bibliographic resources and intertype library membership beyond the Southern California area whenever appropriate to do so.

- To supplement the referral service with intertype library reference information service when and if appropriate.

- To provide, as the result of fulfilling its immediate goals:
  - the cooperative mechanism for the eventual development of an area-wide common master data base,
  - the framework within which member libraries can effectively engage in cooperative collection planning and development.

- To act as a switching center, a referral and/or reference node in both geographic and subject-oriented networks.

- To establish formal liaison with the National Referral Center and other information resources clearinghouses.

Norman Dudley
Vice-President, Info

OREGON STATE LIBRARY

STATE LIBRARY BUILDING • • • SALEM, OREGON • • • 97310

TOM McCALL
GOVERNOR

ELOISE EBERT
State Librarian

October 10, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

1. Strengthening the Oregon State Library

It would help to strengthen the Oregon State Library if the National Commission on Libraries and Information Science could advise the President and the Congress that all federal support for libraries and information science should be channeled and administered by the state library agency with an appropriate Advisory Council. At the present only the funds available under the Library Services and Construction Act are so channeled. A State Advisory Council on Libraries, required under LSCA, provides for representation from "public, school, academic, special and institutional libraries"; however, federal funds for school and academic libraries are administered within the state of Oregon without any knowledge, planning, or evaluation by the state library agency.

The State Library, supported by the Oregon Library Association, is concerned with the establishment of a library network, but so far the planning has been limited to a network of "public libraries" tied in with the resources and services of the State Library. There is no planning or coordination with the libraries in schools, community colleges, or academic institutions.

2. Relation of National Library (Library of Congress) to the State Library

The National Commission would contribute immeasurably to the improvement of reference services if it could provide for a study of how the reference and related services of the Library of Congress could be provided promptly and with satisfaction through regional and state networks. University libraries in Oregon in channeling requests through the Pacific Northwest Bibliographic Center in Seattle have waited more than five months before their requests were acknowledged by the Library of Congress.

Resources are available, needs exist, but they are not now being provided to the user with any degree of satisfaction. A management systems study is long overdue, and further research on facsimile transmission is essential.

3. Fiscal planning at the National level

Library services, in the foreseeable future, will need to be supported by a combination of local, state, and federal funds. Property taxes which have been used at the local level to support school and public library services, and state funds which are used to support the library needs of higher education are no longer adequate to meet the spiraling costs of library resources and staff. It makes no sense to attempt to implement a program within a given fiscal period when six months or more pass before anyone knows what projects can be funded and how many dollars are available. Could the National Commission contribute to some coordinated planning studies to make such future fiscal reforms? This is a top priority.

The efforts of the members of the National Commission to develop plans to coordinate the diversity of library and information activities of all kinds and at all levels are greatly appreciated. President Nixon in authorizing the establishment of the Commission expressed his reservations on the proliferation of executive branches. If the Commission could develop plans to avoid the proliferation of library channels to meet the information needs of the people of this nation, it will demonstrate to the President and Congress their vision and wisdom in authorizing the establishment of the Commission.

Sincerely yours,

Eloise Ebert

ELOISE EBERT
State Librarian

EE:ls

I appreciate the opportunity of making these comments.

945 Hastings Ranch Drive
Pasadena, California 91107
October 30, 1972

National Commission on Libraries and Information Science
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Dear Commission Members:

Allow me to add my congratulations and good wishes to the many that you have undoubtedly already received from librarians concerning your decision to hold the hearings throughout the country and particularly the one in San Francisco, November 29, 1972.

I have only one suggestion. Please review once again the recommendations made by the Committee on Scientific and Technical Communication of the National Academy of Science/National Academy of Engineering in *Scientific and Technical Communication: A Pressing National Problem and Recommendations for Its Solution* (the SATCOM Report of 1969 -- NAS Publication 1707). Recommendations C5 and C6, in particular, are worthy of special consideration.

Enclosed is a brief book review of the 322-page report. It is an honest evaluation and may save precious time for some of the Members of the Commission who are by now inundated with suggested reading materials.

I regret that I will be unable to attend the hearings.

Thank you.

Sincerely,

Stanley A. Elman
Stanley A. Elman

ENCLOSURE:
Book Review, SATCOM Report

George J. Gleghorn, President Mary S. Beeks, Vice President Fred C. Allen, Secretary
Edward E. Nelson, Member Myrna H. Shiras, Member

PALOS VERDES LIBRARY DISTRICT

OF LOS ANGELES COUNTY

650 DEEP VALLEY DRIVE
PALOS VERDES PENINSULA, CALIFORNIA 90274

William L. Emerson, District Librarian

October 11, 1972

National Commission on Libraries
and Information Science
1717 K Street, N.W. - Suite 601
Washington, D.C. 20036

Gentlemen:

Following your request for comments on future trends in services to adults in public libraries, I will limit my remarks to my ideas concerning this area.

The next few decades leading to the twenty-first century will certainly see formidable advances in information and telecommunication sciences. It will concurrently see compounded the increase in general knowledge itself and also a great increase in the amount of factual data which will be needed to be absorbed by individuals to keep themselves informed as their life styles might require in work, leisure, in civic, social and familial responsibility. However, in my opinion, these weighty factors will not displace the book format as the main tool for conventional recreational, and in most respects, in other areas of life. Use of books, periodicals and other print media will continue to be the main format for persons turning to the public library for general knowledge acquiring needs. Indeed increased publication of such materials as well as increased leisure time should see heavier use of such materials.

However, the technological and knowledge explosion factors will cause people to need and libraries to acquire newer audio visual media, to set up telecommunication and telefacsimile networks to handle greatly increased needs in user information requirements. I am sure the findings of Dr. Bourne and Dr. Parker will point in this direction. All this hot-cha-cha equipment will be quite expensive and will be required in addition to the other formats common now to public libraries, books, pamphlets, films, phonorecords, cassettes both audio and visual, art prints, etc. How the public libraries can find funding to continue to do all they have been required to do and to face at the same time, the costs of new materials and machines required remains a crux. The Study of the Public Library Administration Service on sources of current funding should prove most enlightening. The most important conclusions will be what additional sources of revenue public libraries may turn to for their fiscal requirements. Certainly what follows from the arguments leading to the Serrano vs. Priest decision and others like it around the country concerning the need for equality of public education and the consequent need for local schools not to have to rely on the local property tax leads absolutely to the same needs to establish equal public library service for, not only the school population which uses local public libraries to such great extent in assisting their public education, but also to all other segments of the local public library's community from preschooler to senior citizen who variously use the public library for so many needs of their life.

Thank you for this opportunity to express myself and best wishes for your deliberations.

Sincerely,

PALOS VERDES LIBRARY DISTRICT

William L Emerson

William L. Emerson
District Librarian

ALA
SoCial Responsibilities
Round Table

November 8, 1972

Dr. Frederick H. Burkhardt
Chairman
National Committee on Libraries and Information Service
Washington, D.C. 20036

Dear Dr. Burkhardt:

Thank you so much for granting me the opportunity to express on behalf of the Chicano Task Force ALA, some concerns regarding the library service to the Spanish-Speaking in this country. As a member of this ethnic group, and as a professional librarian with five years of experience working with the Spanish-Speaking, I feel very strongly that library services are at best inadequate to fulfill the crucial needs for information and self-development that our group has. This is of course, without considering our need for recreational reading which can be deemed not as crucial as the above mentioned.

This concern is also shared by the majority of the Chicano librarians with whom I have become acquainted while participating in several institutes and professional gatherings. It is precisely this consensus on the part of Chicano librarians that has led to the creation of the Chicano Task Force of the ALA.

Basically, we are all convinced that at the heart of the problem is the long standing need for more bilingual and bicultural librarians which are in our opinion the key to any real solution to this problem. We are all aware of the fact that in the last few years there has been an effort--mostly on the federal level--to focus on the special needs of the Spanish-Speaking citizens. Many grants have been given to library systems all over the country, and special institutes have been funded with the explicit purpose of finding ways and means of giving better services to this long neglected sector of the population. I, personally attended one of these Institutes at Alburqerque, N.M. in September of 1972. (A copy of the resolutions that were passed at the instigation of the Chicano librarians present is enclosed.)

Despite all these efforts, and the recommendations coming out from many studies made and resolutions passed by professional bodies (see also enclosed resolution passed at the last annual convention of the ALA), the situation seems far from coming to an end. The answer to this apparent paradox is, in my opinion, rather simple. There is no concerted effort on the part of accredited library schools on the one hand, and on the part of the government (federal, and state) on the other, to support and fund a drive to get more Spanish-Speaking persons into library schools. With the exception of the recently funded Illinois State Project to Recruit more Chicano librarians, there is no other program in any other state that fulfills this need.

It would seem almost redundant at this juncture to point out the fact that most of us are poor people, that we don't have the means--financial and educational--to go through five years of higher education depending solely on our resources. A recent statistic that was presented to me at the last annual meeting of the ALA, showed the number of Chicanos at Library schools at a ridiculous level of 2 or 3%. Unfortunately, I have been unable to get hold of the exact source of this statistic, so as to quote it here. I am sure that with a little effort your Commission can find out the exact proportion of Chicano library students as compared with the rest of the student population.

The Chicano Task Force of the ALA feels very strongly that until the time comes that there are enough Chicano librarians to serve the Spanish-Speaking population, all the efforts made to attract our people to libraries will be only partially effective. More to the point, I would like to address myself to the question that you explicitly posed me with regards as to how I ascertain the needs of Spanish-Speaking citizens. Again, this problem is closely related to the basic one regarding the need for Chicano librarians. How can anybody determine the needs of a people if they are unable to communicate with them in the first place, and secondly, do not understand their culture, their background or their cultural heritage?

It is a well known fact that libraries in this country have been most successful in serving the needs of the middle class than any other economic group. Why is this so? Most people would be inclined to respond that middle class people are better equipped from the educational standpoint to take full advantage of the resources that libraries have to offer. Apart from the obvious fact that financial means are not always in conjunction with educational achievement, it should be also considered that librarians themselves are for the most part members of the middle class. Consequently, they have always been in a position to ascertain the needs of middle class patrons by following their own tastes and inclinations.

It is in relation to lower economic class groups, and most especially with regards to service to minorities, that the typical middle class, Wasp librarian, has failed to penetrate the barrier that isolates those groups in any significant manner. This situation is of course much more poignant when we are faced with a particular group whose language and culture are contributing factors for their isolation. Consequently, if the problem emanates from these two factors--language and culture--then the solution should stem from the surmounting of these barriers. From my five years of experience working with both people from Puerto Rican and Mexican extraction, I have concluded that the only way that a librarian can be successful in working with the Spanish-Speaking is by integrating him or herself with the community that he is supposed to serve. It is by being in constant touch with the people, not only in the formal situation of the library itself, but also by sharing their concerns, their hopes and aspirations, by understanding their problems, and by being sensitized to their attitude towards life.

A librarian who lives outside the community, a librarian who does not participate in the daily events that shape the life of his or her surroundings will always remain a stranger in the midst of the Spanish-Speaking community. Consequently, he could never pretend to represent or portray the needs of his community, whether in the form of books, or in any other form of library materials. Detachment and uppity attitudes must be replaced by total involvement and committment towards the community. It goes without saying that this kind of rapport can only be established by a person that has the necessary language, skills, and background that will enable him or her to be accepted as a member of the peer group.

On the social level, the fact that the librarian in charge is a member of their peer group operates as a symbol of prestige and achievement as well as a role model especially for the young people. This in turn will help to break the social and psychological barriers that many Spanish-Speaking persons have had towards libraries. For example in the survey we are presently conducting in Union City, one of the questions relates to what feature(s) of the library do the patrons most enjoy. Many have answered that the fact they know the librarian is Spanish-Speaking and has many books for Spanish-Speakers in the library.

Another contributing factor in meeting the specific needs of Spanish-Speaking people, would be the creation of a Library Advisory Committee composed of community people interested in seeing the library reflect more for Spanish-Speaking people and also in turn see that their peers relate more to the library. This committee would serve as a good sounding board for the professional in the library and add for better relations between the library and community--of course I can't forsee this as being as successful without a bilingual, bicultural librarian to initiate the Advisory Committee.

Beyond that, the making of surveys or simple questionnaires in both English and Spanish will also contribute to determine the special needs of the people. However, these are in most cases, time consuming and costly procedures which very few libraries can initiate due to their limited funding. (I am enclosing a copy of the survey we are conducting in Union City presently. The survey should be done by a bilingual person from the community being surveyed.

Finally, and only in passing I would like to direct your attention to the lack of relevant materials, especially in regards to Children and Young Adult literature, that would help develop and enhance the self-image of many youngsters of Spanish-Speaking extraction. An effort should be made so as to influence publishers of books and of audio-visual materials to strive for relevancy and accuracy in their depiction of Spanish-Speaking people living in this country.

Thank you for giving me this opportunity.

Sincerely,

Nelly Fernandez

Nelly Fernandez
Chairwoman, Chicano Task Force, ALA

Enclosures (3)

STATE OF MONTANA
SOCIAL AND REHABILITATION SERVICES
~~Helena, Montana 59601~~
Butte District Office
517 East Front St.
Butte, Mont. 59701

FORREST H. ANDERSON
Governor

THEODORE CARKULIS
Director

VISUAL SERVICES DIVISION
P.O. Box 1723

EMIL A. HONKA
Administrator

October 10, 1972

National Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Dear Sirs:

The "Talking Book Program" service to our clients is excellent. We in the field realize that the restrictions to service to our clients is due to lack of money. The service that is provided to our people in spite of the lack of budget is astounding, and results from the caliber of professionals employed by Montana State Library. I personally and professionally cannot heap enough praise on Dick Peel's group for the quantity and quality of the service they provide.

All roses? Don't believe it! I realize that money could solve most of your problems. But if money could be found, we would like to see more services to those with special reading problems. We would like local interest material to be provided our clients (your patrons). We could definitely benefit from a taping program controlled and coordinated by the Staff at Montana State Library. You could also provide us, by way of work-shops, with the latest developments in your area of expertise that involve the handicapped. We, in turn, can do one hell of a job of acquainting "those in need" of your services. We're where "the action is" and come in direct contact with your future patrons. Intercommunication with our agencies serve the best interests of our clients and your patrons. Not every counselor shares my views of your services. Your state and regional staff, we counselors, (helping-profession personnel), must share the blame for lack of communication and apathy. We are all spread very thin. Money would solve many problems, but you already know that!

STATE OF MONTANA
SOCIAL AND REHABILITATION SERVICES
~~Helena, Montana 59601~~
Butte District Office
517 East Front St.
Butte, Mont. 59701

FORREST H. ANDERSON
Governor

THEODORE CARKULIS
Director

VISUAL SERVICES DIVISION
P.O. Box 1723

EMIL A. HONKA
Administrator

I see the need to provide your present services to more people, such as "Talking Book" service to the illiterate and semi-illiterate. As a former Director of Education at Montana State Prison, I have direct knowledge that 10% of those incarcerated are illiterate (less than 3.4 grade functional level). The over-all functional grade level was 8.6 which approaches national norms. If translation be made to a national scale, then the needs of a specific service such as "Talking Books" is obvious and of great impact, especially to those of us who do not have the reading skills necessary to partake of the priviledge of reading. We need a broadening of the definition of those eligible for "Talking Book" service to encompass the illiterate and semi-illiterate, ie., those who cannot read without fatigue.

If you were to get the word to all those who need library services and specifically to the Blind (visually impaired), and Physically Handicapped, the demand for your services would be so huge as to require a staff several times the existing one. I really feel that presently you are merely scratching the surface, and that discretion should be used in making your services known, unless you are prepared to greatly enlarge the breadth and scope of your services.

Thank you for giving me the opportunity to express my views of your library services.

Sincerely yours,

Richard E. Field

Richard E. Field,
Rehabilitation Counselor.
Visual Services Division
Social & Rehabilitation Services
Executive Village
517 East Front Street
Butte, Montana 59701

REF:ct

CITY OF SAN JOSE
CALIFORNIA

SAN JOSE PUBLIC LIBRARY

180 WEST SAN CARLOS STREET
TELEPHONE 287-2788

November 6, 1972

TO: National Commission on Libraries and Information Science

FROM: Homer L. Fletcher

SUBJECT: Testimony: Reading Centers in Public Libraries

Gentlemen:

I appreciate the opportunity to present written testimony to the National Commission on Libraries and Information Science. The subject I would like to concentrate on is a new area to public libraries but one which I feel is very important. That is the need for reading centers in public libraries to actually teach reading. Many of our adult citizens are affected by an inability to read at a functional level. In addition many students in High School cannot read above a third or fourth grade level.

Although there have been some changes in instructional methods in the teaching of reading the fact is that the United States, a most affluent nation, is beset by a serious problem in the reading level of its citizens. The San Jose Public Library feels that reading is fundamental to the use of the public library. What good is it to have many of the materials published when people cannot read and cannot use them? What good is it to have jobs when an individual cannot read an application form?

With this in mind the San Jose Library in conjunction with other libraries submitted an application for a Right to Read grant under the Library Services and Construction Act. The application was successful and we are now embarking on a Right to Read project on San Jose's East Side at one of our branch libraries and one County branch library. We will be teaching reading on an individual basis for children and adults.

At about the same time the Metropolitan Adult Education Reading Lab moved from one of the public schools to the second floor of our Main Library. This reading laboratory teaches reading to those who are eighteen years old or over. It specializes in individualized instruction and addresses itself to those with a reading handicap, not to those people interested in speed reading.

I recommend that the Commission have as one of its concerns the development of centers in libraries for the teaching of reading. Public libraries throughout the United States and particularly metropolitan library systems with branches are a natural location for reading centers. These activities can be done cooperatively with school districts, with perhaps a combination of locations in some communities. The job to be done is so immense that there is no reason that any agency should be slighted in the process.

Homer L. Fletcher
Homer L. Fletcher
City Librarian

HLF:ad

PUBLIC LIBRARY

POCATELLO, IDAHO 83201

October 17, 1972

National Committee on Libraries and Informational Science
1717 E Street, N. W.
Suite 601
Washington, D. C. 20036

Gentlemen:

Pursuant to your request of September 22, we submit the following statement relative to problems of the smaller public libraries.

We suggest that the most pressing problem facing the smaller library is that of the gradual chipping away at the underpinnings of the small library. The library historically has been the center for information dispersal to the community. In recent years this function has been gradually taken over by other agencies and the library is slowly becoming eroded in its functions. This has been brought about by the ever widening gap between income and the demand for services.

Emphasis has been on the development of school libraries. This has been a necessary adjunct to the broadening of education. However, this has been at the expense of the Public Library. The income base for schools has continually broadened and in many instances the increased income has been used in areas of doubtful educational benefit. The base income for library operations has remained relatively stationary.

The danger in this squeeze upon public libraries is that the institutions are slowly finding themselves in the position of being unable to continue in the role originally cast for the library. That is the role of dissemination of information to the adult population as well as the juvenile. If we fail to maintain an adequate source for dissemination of information to the adult population, then we fail to meet the first requisite for intelligent decision making by the great mass of our citizens.

In addition we should like to list some pertinent points we deem to be of utmost importance:

FINANCING:

In our opinion, financing as promulgated under the Library Services and Construction Act has bogged down with Bureaucratic incompetence.

There should be much more prudence in the dispensing of funds along with a great deal more leadership and advice on the expenditures of money granted.

INCREASED LIBRARY SERVICES:

The emphasis for library services and systems must come from the local level. This local emphasis must eventually reach beyond the immediate community and encompass development of regional library programs. Any grant of federal or state funds must be given on the formula based upon local participation in library financing to the limit of that local unit capability.

INFORMATION STORAGE AND DISPERSAL:

Dispersal of information by the library must be accomplished to the fullest extent possible. We should utilize all the automated systems available for the retrieval and dispersal of information. The resources of the library must always be managed to the best possible extent. However in dealing with the library patron we should always remember the human relationship. There must be a continuing understanding that the best dispersal of information is accomplished on the basis of person to person communication.

We compliment the commission on its seeking information through the public hearing process. We urge that the voice of small libraries be heard through the clamor that is developing. We also suggest that as the redevelopment of the inner city comes about, the place of the library as an integral part of the cultural life should remain of utmost immportance. The expertise of people, both lay and professional, who have been involved in the actual administration of library programs should be utilized to the utmost. After all, the history of the library movement is one of the use of people and resources.

David S. Friend

David S. Friend, Director
Pocatello Public Library

Roy F. Miller by dsf

Roy F. Miller, Chairman
Board of Trustees

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WM. W. WOODRUFF, COUNSEL

United States Senate
COMMITTEE ON APPROPRIATIONS
WASHINGTON, D.C. 20510

October 3, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on
Libraries and Information Science
Suite 601, 717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

I am writing to acknowlege receipt of your September 22 letter advising me of the hearing to be held by the National Commission on Libraries and Information Science concerning the national and local need for library and information services. Your courtesy in informing me of this hearing is appreciated.

With the need for continuing education in today's rapidly changing world, the importance of upgrading library resources becomes paramount. Improved library and information resources are essential in the coping with the present knowlege explosion.

With kind regards and aloha -

Sincerely yours,

Hiram L. Fong

Hiram L. Fong

HLF:vl

THE CITY OF SANTA CLARA
CALIFORNIA

DONALD F. FULLER
CITY LIBRARIAN

PUBLIC LIBRARY
2635 HOMESTEAD ROAD
243-0560

October 25, 1972

Dr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

Thank you for asking me to provide material for the Commission's hearings in San Francisco on November 29. I have tried to submit brief suggestions below.

The demand on libraries of all types during the past few years has been steadily mounting and, in my opinion, can best be dealt with by utilizing technological advances in methods and machines to provide information and materials to all libraries. Sharing and cooperation have been stressed in library circles for the past several years because most librarians realize that it is uneconomic to continually compete with each other and impractical for any one library to try to provide all the materials and information which its patrons may need.

Because it is the largest library, has exerted a degree of leadership, and functions as a National Library, I feel that the Library of Congress is the logical choice to experiment with new kinds of material and new methods of communication. If standardization of format can be achieved, and if the Library of Congress can provide some of its tremendous information with more rapidity than at present, smaller libraries throughout the nation will benefit. Federal funding for such experimentation, not just at the Library of Congress, but in different parts of the United States, will be most helpful.

As you know, the Federal Government has provided some monies for experimental programs under Titles I and III of the Library Services and Construction Act. I feel an expansion of the existing programs is very desirable. In Santa Clara County, 83 libraries representing public, college, institution, school, and commercial ventures are presently cooperating in a project for sharing information through the use of federal funds under Title III. Because the funds are so limited, we are only able to experiment on a very limited basis (using TWX telecopy), but it is a beginning of providing needed information to any patron of whatever level in this county through reference access to all the resources in the county. We are trying to conduct this project so that it will become part of the state-wide Master Plan for Library Service. One of the committments of each library using this Cooperative Information Network is that local sources are used first, and then followed up on through a hierarchical structure to try to insure maximum use of materials and to provide for an orderly progression.

Guidelines set up by the federal government should insure that local support is not displaced or reduced through the use of outside income and that acceptance of federal money does not limit the "home rule" concept except minimally. A realistic federal funding of the LSCA with the emphasis that the funds are to be spent in developing standardized criteria for new technological materials and machines will do much to help advance libraries and information.

Very truly yours,

D F Fuller

Donald F. Fuller
City Librarian

DFF:dc

STANISLAUS STATE COLLEGE

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Library October 19, 1972

Dr. Frederick H. Burkhardt
National Commission on Libraries & Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

Thank you for inviting me to submit a statement of current problems in librarianship and suggestions of needs of those who use libraries and those who provide the service. As a veteran of 25 years in academic libraries I shall make special reference to the problems of college libraries, but I do want to extend some of my remarks to include all types of libraries.

It would perhaps suffice to say that the Commission should recommend implementation of the report of the 1968 National Advisory Commission on Libraries, for most of those objectives have not been achieved. Surely those objectives must be met, but there are specific problems that I want to stress.

First, the shortage of trained library personnel of 1968 has been overcorrected so that the job market for librarians is now glutted. There is a surplus of remarkably well-qualified, talented, and highly motivated young professional librarians who cannot find positions to practice their skills. Furthermore, the library schools are continuing to turn out more professional librarians than the job market can absorb under its present structure.

This supersaturation of the job market for librarians occurs at a time when the need for professional library services has never been greater. The publication explosion is creating a crisis in bibliographic control and utilization. The flood of new publications requires the professional skills of more trained librarians to review and select them, to organize them, and to assist the public in their use. The specialization of knowledge requires more catalog and reference librarians with special subject knowledges and skills to handle the publications and to serve the users adequately. The extension of library services to rural areas, poverty areas, the incarcerated and the handicapped requires more librarians with special attitudes and skills. The extension of library services to ethnic groups requires librarians recruited from those ethnic groups. The colleges and universities are sorely in need of more reference librarians to teach students how to use the library, how to prepare bibliographies, and how to study in a library. High school libraries are seriously understaffed and elementary schools are notably lacking in libraries at all. This adds up to a situation that needs only dollars to correct it. I trust that the Commission will address itself to this issue which is vital for the development of the library profession, effective in the conservation of human resources, and important for the improvement of services to the public.

Another important concern of the library profession is the need for continuing education in the form of institutes, seminars, and other off-campus opportunities to up-date and broaden the skills already possessed by librarians. Library Schools need to cut back on enrollment of new students because of the present surplus of librarians; therefore the faculty members of those schools could redirect their efforts to this new task of improving the qualifications of librarians if funds were available to sponsor the programs. The number of institutes has been increasing in recent years but the registration fees have been so high in many of them as to prohibit most librarians from participating.

Lastly, I have grave concern about preserving the freedom of libraries and librarians to function without government control. Any agency which receives its funds primarily from the government is subject to government control, but agencies which deals with matters of intellect and opinion, such as newspapers, universities, and libraries must be free from government control if they are to perform the function for which they are designed. For this reason libraries must be free from governmental interference in the selection, organization, display, and use of library materials. Users of libraries must be protected against governmental prying into their habits. Librarians must be free to lead their personal lives as other citizens without regard to life style, political activity, or religious belief. I urge the Commission to take a clear stand in favor of freedom in this matter.

Once again let me thank you for this opportunity and to wish you greater success in achieving your objectives than the previous Commission.

Sincerely,

R. Dean Galloway

R. Dean Galloway
College Librarian

RDG:bjs

CITY OF LOS ANGELES
CALIFORNIA

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October 17, 1972

National Commission on Libraries
and Information Science
1717 K Street, NW
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Washington, District of Columbia 20036

Honorable Members of the Commission:

This letter responds to your invitation to submit written testimony for consideration prior to your November 29 hearing to be held in San Francisco.

It should be the objective of every public library to provide resources for information, recreation and rehabilitation for the physically, mentally, and socially handicapped in the community. This commitment requires that the current library staffs develop additional levels of expertise in order to reach and adequately serve this specialized clientele.

It is not enough to concentrate on providing special library materials for the aged and handicapped, although these materials are an essential support for any service to these groups. The library must additionally provide a delivery system for these materials. This system may be a delivery van, volunteers, or the U.S. mail. No library can attempt to serve the aged and handicapped without assuming that a significant number of these patrons will be homebound and will need materials delivered to them.

Most libraries have architectural limitations which restrict their use to the able-bodied patrons who can climb a Jacob's Ladder to reach the front door. Once this barrier has been crossed, the patron with any physical disability, even such a temporary one as a broken leg, is restricted in his movement throughout a building with high shelves, narrow stack areas, and bathroom stalls which are too small to be entered by a wheelchair. The public library may be free, but making most facilities usable for their handicapped taxpayers carries an expensive pricetag. The architectural limitations of the existing library facilities automatically increase the size of the service population which must be considered effectively homebound.

Films, recordings, special reading aids, audio cassettes, cassette players, Talking Books and large print books for circulation are essential for the minimal level of service to the homebound. These materials are expensive and the use of some of them is still foreign to many libraries.

The purchase of materials for the handicapped should be done with an accurate knowledge of the disabilities of the population to be served. The library needs to know how many of its users are visually handicapped and how many of them are simply unable to manipulate books. The purchase of large print books and reading aids must be weighed against that of audio materials based on this information. To serve the handicapped effectively thus requires that the staff not only have a knowledge of special format materials but also an accurate picture of the total community the library serves. Developing this critical understanding of the community can be as expensive as the special materials themselves.

Not every item in this type of service is costly. Too few libraries take advantage of the free deposit collections offered by the Library of Congress Division for the Blind and Physically Handicapped. Such a deposit can be the core of a collection of materials to serve the homebound. Interlibrary cooperation does not yet extend to the loan of audiovisual materials except for those from this source.

Special materials and the staff to work with them and with the service group are expensive. At no time can this service be offered without additional staff. The Los Angeles Public Library has entrusted its Service to Shut-Ins to volunteers. The effective use of volunteers has enabled the library to cut costs and to expand the service. Although volunteers donate their time to the library, the maintenance of a dependable volunteer program still requires a certain constant level of financing.

Initiating service to the homebound requires a serious commitment on the part of each library. Reaching out to the homebound exposes the library to the community in other areas. The library needs to cooperate closely with local health and welfare agencies in order to locate the aged and handicapped who require service. Once these patrons have been identified, the library must be able to handle their special information needs and to refer them to other agencies who can serve them.

Once the public library has entered the home it should be prepared to offer a flexible, personalized service to the people it serves. In many instances the library is the only agency servicing an individual. The relationship established is one of dependence. It is important for libraries to welcome this responsibility and to be able to meet its demands.

Respectfully submitted,

Elizabeth K Gay

Elizabeth K. Gay
Senior Librarian
Service to Shut-Ins

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October 16, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for your invitation to submit written testimony for the Commission's San Francisco hearing. I do not plan to be present unless invited to do so.

Answering your specific questions addressed to me:

1. Could all public libraries in the United States be more effective if they were parts of large units?

My answer must be qualified by assuming that all public libraries perform the same basic services. In my opinion the basic services that public libraries ought to be performing have still not been defined. This is most noticeable in "suburbia." We use the term "information center" in latter years to describe a library. In most cases, public libraries do not qualify for such designation.

Many libraries are still passive outlets for citizens who seek them out and after some difficulty, may find the answer they come for. The basic reference and information tools are not up to meeting the needs of the contemporary citizen. Such libraries need to become associated, affiliated or become an integral part of the large unit to meet the requirements of the taxpayers who support them. Local pride and fear of the large metropolitan library are effective barriers to such access, I believe.

To answer this criticism the suburban libraries band themselves into "cooperative systems" which compound their collective weakness. Some means must be found to establish an interchange with the large reference libraries and still make local autonomy possible. Federal funds to further strengthen the large units will make possible the attraction necessary to produce an affiliation, I believe. In California, the Master Plan is in the right direction, but is slow to develop without outside funds.

I must qualify the above by again assuming that large units of service are effective information centers. There is, in my opinion, a great dearth of information on library management. It is not taught in the graduate library schools, for the most part. For myself, a graduate degree in public administration has proved invaluable in managing a large library organization.

2. Do you see any new roles for neighborhood libraries in the future?

Yes. The trend has been away from "storefront" libraries in neighborhoods. In the large metropolitan areas, there is a resumption of such service -- an effective means of reaching minority populations.

It is interesting to note that "Mom and Pop" neighborhood groceries, which have become relics, are being established again by the local "convenience market," carrying a limited supply of essentials for the neighbors, who can not always gain access to the giant supermarket two miles away. I think the economic lesson in this case is a corollary to the service offered by the neighborhood library -- a limited collection meeting the immediate needs of the minority citizens who still do not feel free to go to the impressive branch library.

Speaking generally, I should like to mention some inherent problems facing libraries.

1. The "image" of the average public library

It is a real handicap to achieving the recognition it needs for necessary financial support. On the political level where the money is, libraries are still way down in the pecking order. The creation of the National Commission hopefully will assist in gaining the recognition. This is said with the clear understanding that the local library has got to demonstrate its value to the citizenry. I think, however, that we all need help in "this" essential matter.

2. Postal rates

The very large increase in library postal rates is a severe financial handicap.

Bulk rate only (includes films and books but not magazines). Postal rates have been raised as follows:

Library (to Library) rate: 6¢ for the first pound and
2¢ for each pound thereafter
(former rate: 6¢ and 1¢ thereafter)

Special rate (from Library to other than Library):
14¢ for the first pound and
7¢ for each additional pound
(former rate: 12¢ and 6¢ thereafter)

Postal budget:	70/71 (before increase):	$ 32,895
	71/72	33,675
	Difference:	$ 780

3. Federal grants to libraries

At the risk of being unpopular, I believe that federal grants to public libraries need careful review. Some groundrules are needed:

a. An absolute and demonstrated guarantee from the local jurisdiction, that if the experiment in library service funded by LSCA is successful, the local jurisdiction assume financial responsibility.

b. An audit of funds, in the sense that a review of the project reveal that the money was spent as it was intended.

c. Local jurisdictions are becoming more chary of federal funds when their elected officials look at the ultimate obligation. This means that a "far-out" project obtained through federal funds was not sold locally.

4. Outreach programs

Better coordination between the major units of the U.S. Government is needed. As an example, library "outreach" to private convalescent homes, which receive Medicare for their patients needs more investigation. HEW has jurisdiction over such funding -- could not an interchange take place in such an enterprise? And save money? Bibliotherapy aspects, for example, should be looked into. Some guidance of research by the Commission may be helpful.

Sincerely,

William S. Geller

William S. Geller
County Librarian

STATEMENT OF MEIKLEJOHN CIVIL LIBERTIES LIBRARY
BERKELEY, CALIFORNIA

BY ANN FAGAN GINGER, PRESIDENT
and LOIS HARZFELD, LIBRARIAN

PREPARED FOR THE NATIONAL COMMISSION ON
LIBRARIES AND INFORMATION SCIENCE

NOVEMBER 29, 1972, SAN FRANCISCO, CALIFORNIA

We are glad to respond to the invitation of the Commission to make a statement concerning the nation's library needs in the field of law, particularly the special library and informational needs of non-urban areas and of economically, socially, and culturally deprived persons in all areas (set forth in Section 5(a)(2) of the National Commission on Libraries and Information Science Act).

First, it may be helpful to describe briefly our organization, since our conclusions are based on our experiences in the past eight years and our methods of work and collection are unusual, if not unique.

The Library was established in 1965 to collect legal materials pertaining to human rights in the United States. This aspect of constitutional and public law can be subdivided into three categories: guarantees of freedom (civil liberties), guarantees of fairness (due process of law), and guarantees of equality (equal protection of the law or civil rights). (The legal rights of the poor can be categorized under due process and equal protection, or separately under the heading "poverty law".)

The basic sources of human rights law are the Bill of Rights, the Reconstruction Amendments (13th, 14th and 15th), the 19th (women's suffrage), 24th (anti-poll tax), and 26th (youth suffrage) amendments, and the constitutional guarantees against ex post facto laws, bills of attainder, and suspension of the writ of habeas corpus. These sources of law are, of course, easily accessible in copies of the United States Constitution. However, a second important source of law is accessible only to those trained in legal research--particularly lawyers and law librarians. This is the material published by the three branches of government: the opinions by state and federal courts interpreting constitutional provisions and statutes; the federal and state statutes impinging on human rights; and the executive orders issued by the President, state governors, and administrative agencies spelling out methods of administering governmental programs in conformity with basic human rights law. Laymen have difficulty finding these legal materials because new opinions, statutes, and regulations are constantly issued and old materials must be discarded. The legal reporter services seem a maze to inexperienced laymen and librarians. A third source of law has been virtually inaccessible to lawyers and law librarians, and unknown to the general public. It consists of unpublished opinions by judges, the unpublished work-product of lawyers, and other trial materials.

Many opinions are given from the bench and never reduced to writing, although they may be significant, and can be transcribed from court reporters' notes. Some are appellate opinions; most are opinions by trial court judges on motions made by lawyers before and during trial.

The work-product of the lawyer consists of the papers he or she files in the trial court and in the appeals courts, which serve as a basis for the court's opinions. The lawyer's work-product includes the complaint filed at the inception of a civil lawsuit, the depositions of witnesses taken before trial, and especially the briefs that lawyers file setting forth their understanding of the law covering the case at issue. Practicing lawyers avidly collect the briefs and other pleadings of their prestigious colleagues because they are invaluable in their own work. Long-established firms have their own brief libraries containing copies of all their own briefs and the briefs of opposing counsel in their cases, as well as briefs and pleadings from similar cases. Traditional law libraries have ignored legal briefs for too long and even now fail to collect them systematically. (Briefs filed in the United States Supreme Court are distributed to leading law libraries in the country at the end of a term of court, but they are not quickly accessible in major law libraries.)

Transcripts of court proceedings also contain significant insights into the law. In the prosecution of a defendant from a minority group, the questions asked of prospective jurors may determine the outcome of the case, as occurred when lawyers probed the covert racism of jurors in several cases of black militants. The cross-examination of a key witness may be decisive in another trial, and of interest to lawyers, scholars, and other library patrons.

This third type of source material on the law is tremendously important to practicing lawyers in all fields of law, and also to those concerned with the operation of the legal system--sociologists, historians, civic organizations, educators. It has remained almost inaccessible in most fields of law, although some fields where remuneration is high and assured have developed reporter services.

The specific function of the Meiklejohn Library is to collect and make accessible this type of source material on human rights law.

Our patrons are not only lawyers and legal scholars, but also interested laymen. The law known to the general public is frequently the law made by a jury trial and reported in the media. Many general library patrons seek information on pending or recently concluded jury cases only to discover that their general library has no material and even their law library has no material because the case ended with a jury verdict, without a published court opinion. If these patrons could be referred to the Meiklejohn Library, to a similar institution, or to the lawyers in the cases, they would find a wealth of exciting and interesting material, including motions, briefs, and partial transcripts of the trials.

To begin to fill this need in the field of human rights law, the Meiklejohn Library contains digests of more than 8,000 cases filed since 1955. The cases are classified by subject matter in a key number system under 290 classifications. The Library has recently changed its name to the Meiklejohn Civil Liberties Institute to more accurately reflect the two-fold program it finds necessary to fulfill its function: collecting and making available materials, and publishing monographs, books, and bibliographies. The Institute is a low-budget, non-profit California corporation with tax exempt status, depending on donations of legal materials and financial contributions from interested individuals and organizations. Since its inception, the Library's materials have provided a valuable resource for countless attorneys, scholars, students, authors, and activist groups seeking source documents. The Library staff--lawyer, librarian, and students--provides several types of assistance by phone, mail, and in person: 1) answering questions on procedures for filing suits in human rights cases; 2) helping people find attorneys' briefs for use in research and writing; 3) finding citations to cases and copies of digests of materials in the Library collection; 4) referring patrons to specialists in the field of concern on a national basis.

The Institute has developed a publishing program to cover the several types of material needed by lawyers, researchers, litigants, and laymen in order to be effective in the field of human rights law. We have prepared a classification scheme (see Exhibit A attached); a digest of law cases published as the "Civil Liberties Docket", Volumes I through XIV (1955 to 1969)(see Exhibit B); a table of cases, by subject matter and by title, including 8,200 cases pending in state and federal courts between 1955 and 1969 (published as the "Human Rights Casefinder: The Warren Court Era") (see Exhibit C); and the Meiklejohn Library Acquisitions, descriptions of materials filed by attorneys in human rights cases (1968 to the present) arranged by subject matter (see Exhibit D). We have also made available on microfilm unique collections of materials on landmark cases and organizational materials of significant civil rights and liberties organizations (see Exhibit E).

The Institute constantly gains new patrons who cannot understand why we are not better known, since we have just the type of material they need, but our funding never matches our current needs or our potential for usefulness.

This description may explain why the Meiklejohn Institute feels so strongly that one of the high priorities of the National Commission should be the study of means for serving the legal information requirements of the public at large and of the practicing attorney.

I. EXPANDING NEED FOR LEGAL INFORMATION

Our judicial system assumes that citizens know the law. We declare that ignorance of the law is no excuse for its violation. We maintain public schools so that every person can become educated for his duties of citizenship, as well as to earn his living, but we do little to teach the fundamentals of law in our schools, nor do we refer people to clearly written books on legal questions.

Everyone needs access to precise information about his rights and the ways of exercising and retaining these rights. Sometimes this means help in finding a competent lawyer who will represent a person who has no money to pay a fee; sometimes this means finding a book that accurately describes the rights of a person who is being evicted, being held in juvenile hall, or awaiting a military trial.

This kind of information is so inaccessible at present that, to many Americans, the law seems to be a carefully-guarded secret. They see the courts as a forbidding, impersonal, unknowable machine or mechanism unrelated to human beings--quite the reverse of the intentions of the lawyers and others who founded this country. They wrote the Constitution and Bill of Rights to require direct citizen participation in the legal system through duty on grand juries and trial juries, as well as through direct election of district attorneys and many judges.

Serious difficulties arise in a democracy when the law is kept a secret. Citizens do not go to lawyers for a redress of grievances unless they already know enough about the law to think they have a legal problem for which the law has a remedy. A person does not try to sue a landlord for racial discrimination in leasing unless he knows something about his civil rights under the law. If he feels that his rights as a citizen have been violated, but he does not know how to get those rights protected peacefully through the courts, he may vent his anger and frustration in illegal conduct, coming to court as the defendant in a criminal case for breach of the peace, instead of coming as the plaintiff in a Civil Rights Act case. As more citizens understand how to fight their grievances by the legal methods available to them under our Constitution, fewer of them should be arrested for allegedly violating a law while fighting for their rights in the streets.

Our legal system also suffers from citizen ignorance of the law. People sitting on juries can only absorb a certain amount of law during a trial. Unless they know some basic legal concepts before they are selected for jury duty, they will not be able to listen effectively to the facts in a case because they will be confused by the legalisms. For example, if they come into the jury box knowing that the First Amendment guarantees freedom of the press, the lawyers and the judge will find it easier to present the facts and the law in a case concerning libel or obscenity.

The statute establishing this Commission rightly focuses on the needs of library patrons who are not middle-class or well-to-do. In the legal field, people with good incomes do not usually go to a library for help with legal problems--they consult their lawyers. The bulk of requests to librarians come from a group that can be loosely termed "the disadvantaged." This includes the unemployed, indigents, welfare recipients, heads of one-parent families, members of racial minorities, students, and juveniles. A large percentage of these people are poor; they do not have the money to hire a lawyer listed in a law directory; they have the scantiest information about legal processes, and yet they are the group most in need of legal help, the segment of the population most frequently arrested. Those most in need of information often have an additional language or cultural barrier to communication.

The problem is made more difficult because different laws are applied to the poor and disadvantaged than to the middle and upper classes. Broadly speaking, law for the disadvantaged and the poor is administrative law, not law written by legislators or made by judges or juries, even though it is applied in cases that would be tried by judges and juries if the clients were not poor. Social workers, welfare workers, and probation officers, are often the decision makers in the family problems and disputes of poor people.

As a result, the law for poor people may not be found in a book of court decisions since most decisions are not made by appellate courts and many are not made in writing. Neither will the law be found in the statute books. The law often consists of oral or written rules that are largely inaccessible to the general public, the group of people governed by those rules, and even to their lawyers. For example, what are the criteria used in deciding which tenants qualify for the limited number of public housing units in our cities? Or the rules governing expulsion from academic public schools and transfer to disciplinary or continuation schools? What documents list these standards?

Administrative law, by and large, is unpublished law. Yet it is as binding as statutes or court decisions on administrators who decide cases involving people who are not eligible to go to the judicial system for adjudication of their rights. Librarians may feel they need the qualities of Sherlock Holmes to collect such materials, but they are almost always in a better position to get them than the clients; and often in a better position than a lawyer who needs them to sue an administrative agency.

In the face of these problems, there is a growing interest in public law, in the legal system itself, in the legal issues involved in environmental control, consumer protection, poverty law, women's rights law, and in using law as a means of social reform. Many organizations today are filing suits for their members and others in the same class seeking declarations of their rights under existing statutes or changes in the common law. These class action suits frequently lead organization members to the library seeking more information about litigation in general and their particular branch of law. The public is also becoming more interested in labor union contracts, especially those covering municipal employees and teachers. Since they contain statements of rights that individual members can enforce in law suits, they have sparked greater interest in legal questions.

There is an increasing concern for the better administration of justice, as evidenced by the expansion of government-funded and private "pro bono publico" legal service offices for the poor, the establishment of group legal service programs, the increase in public defenders, and the appointment of ombudsmen by colleges and other institutions. There is a tremendous increase in applications for law school, both by recent college graduates, and by many who wish to leave their present jobs to become lawyers or to work in law-related fields.

The trend toward greater government participation or regulation in a widening range of activities is leading to a greater need for knowledge of law and regulations. Along with the increased interest, the country is benefiting from the improved educational level of Americans, enabling more people to understand the legal system. Recent United States Supreme Court decisions, and those of lower state and federal courts, have added a particular group of patrons for library assistance on legal questions--people serving time in prisons throughout the country, who are seeking expanding prison law libraries and inter-library loan arrangements.

In addition to specific interest in the law, there is more emphasis today on inter-disciplinary study, with law forming a relationship with almost every other subject of current concern.

In order to meet the high resolves set forth by the Commission in Resolution III, "That national equality of access to information is as important as equality in education," law service to every type of library must be reconsidered and upgraded. This includes the present service available in law libraries, as well as in public libraries, junior college and university libraries, and in special purpose libraries located in public buildings. The goal must really be divided into two parts: First, all attorneys, clients, average Americans, and persons acting as their own counsel need equal access to legal materials; second, each group needs access to materials written in language the patrons can understand, even if this requires the publication of new kinds of legal materials and more extensive use of legal dictionaries and glossaries of legal terms.

II. HOW WELL ARE NEEDS FOR LEGAL MATERIALS PRESENTLY BEING SERVED?

Any lawyer or non-law librarian cannot fail to be impressed with the tremendous collections of legal materials now available in a well-stocked law library. Clearly, the legal librarians have served their patrons well in some respects.

However, a practicing lawyer and a librarian working in a practice-oriented office must also say that present law libraries are woefully inadequate to serve the needs of practicing lawyers, interested laymen, and other patrons, except for legal scholars and law professors who have less stringent deadlines and who tend to use more traditional sources of materials (that is, materials available in printed form).

A. Non-law Libraries

General librarians are not trained as law librarians and they are not able to give adequate reference service in legal materials to laymen at the present time. Some librarians have been instructed not to give out legal information to patrons because they may be accused of unauthorized practice of law. Others are reluctant to give legal information to patrons because they have not been trained to find and use legal materials, books of statutes and administrative law regulations, or even books of court opinions. Yet these librarians learn to use other complex reference works, such as the Science Citation Index, and certainly could be trained without too much difficulty to feel at home in legal materials. However, few non-law libraries have even the basic legal materials their patrons could use, including reporters of court opinions and rules of procedure.

In addition to these problems, many legal materials are not available in a form that makes them convenient to purchase or use. Suppose that the United States Supreme Court hands down a decision on a Monday in Washington, D.C., on an issue such as school busing or environmental law. The community where the case arose will certainly be interested in the outcome of that case, as well as many other communities with similar problems. Yet the local library will have difficulty obtaining a copy of that opinion. The only way a copy could be supplied would be for the librarian to go to a government depository library or a law library and get a zeroxed copy of that opinion. The Court does not publish large numbers of copies of individual opinions for distribution to libraries or the public. Most purchasers subscribe to a service containing all U.S. Supreme Court opinions for the year.

This problem is one of packaging of material in print. A more difficult problem is that too few books are published that explain the law to the layman in language the layman can understand without over simplifying the material to the point of inaccuracy.

B. Law Libraries

Law libraries have various arrangements for use--from open access to the public to completely restricted to members of a particular bar association who pay an annual fee. Most law libraries have rules restricting use by the public; for example, books can only be loaned to members of the bar, and the librarians serve members of the bar before serving the general public. By and large, access to the law for lay people is considered incidental to the use of the library by lawyers and law professors.

Typical law libraries have two problems: The staffs are not trained to help the general public find legal materials, nor are they prepared to help the practicing lawyer obtain ephemeral material and work-product case materials. The best law libraries today, the most complete, probably serve best law professors and legal scholars.

III. RECOMMENDATIONS FOR CHANGE

During the operation of our Library and Institute, the staff has learned that lawyers and librarians seek to solve common problems in different ways or, when moving in the same direction, use different terminology that sometimes temporarily confuses the issue. We strongly suggest that the National Commission on Libraries and Information Science establish a subcommittee to determine how best to serve the library needs of citizens and practicing attorneys for legal materials. We suggest that the subcommittee be composed of lawyers in private practice and in legal service offices, members of organizations concerned about civic questions, general librarians and law librarians, and legal scholars and law professors. The subcommittee could study the materials needed for inclusion in a basic non-law library collection--legislative materials, court opinions, administrative orders, and the lawyers' work-product.

In order to implement its proposals, the Commission could instruct the legal subcommittee to consider the following proposals, among others:

A. Expanding existing courses and training programs for librarians in library schools to better serve the general public on legal questions. This kind of training could also be given to practicing librarians. Such courses should be taught by attorneys and librarians jointly who have had experience with legal document libraries. The content should include the law and the use of legal bibliographic tools. The subject matter emphasis should be on the kinds of questions frequently asked by laymen who patronize libraries, minimizing the legal problems frequently asked by people who can afford to retain lawyers.

B. Training librarians to train the public in how to use a law library. Libraries, of course, can sponsor and encourage courses open to the public in which the rudiments of legal terminology are presented, as well as descriptions of the court system. OEO Legal Service offices can participate in conducting such courses, as well as government lawyers and those in private practice.

Neither of these proposals can be carried out unless the proposed subcommittee studies the problem of librarians providing information on legal questions to patrons. Perhaps the subcommittee could propose guidelines so that librarians would not fail in their responsibility to provide material to their patrons but on the other hand could not be charged with practicing law without a license. This would bring the reference service on legal questions in a non-law library up to the high standard of reference service on many other technical questions.

C. Helping librarians prepare meaningful legal referral services for their patrons without violating any of the canons of legal ethics. Patrons frequently need referrals to lawyers in specialized areas of law (such as immigration law), to librarians at government agencies who can help them find a particular document, to special libraries in their community, or to law professors.

D. Encouraging public libraries and manuscript collections to collect current legal history, such as the civil rights struggles in many southern cities, and the litigation around student movements at universities throughout the country. The Meiklejohn Library can attest that there are frequent requests for such materials and they cannot be collected after the fact--they must be picked up on the spot as leaflets are distributed and short-lived newspapers are published.

The work-product of the lawyers in such public litigation also must be collected at the time it is filed in court or it cannot be collected at all. (Lawyers are required to file a certain number of copies of each brief or other document in the court clerk's office. They customarily have a few extra copies printed and these can be obtained by the librarian who scans the morning paper and promptly makes a request. Within two or three weeks, these extra copies have been distributed, and expensive photocopying is required.)

E. Working out a system to make United States Supreme Court opinions more easily accessible. The Chief Justice of the United States and his assistants concerned about the administration of the judicial system would undoubtedly welcome cooperative efforts to this end. It would be more difficult to encourage the writing of periodicals and books about the law for laymen and their publication by commercial publishers, but if the need were consistently mentioned by the proposed subcommittee and the National Commission, no doubt this lack would ultimately be filled. In such a program, we believe the first priority should go to materials on human rights and other public law subjects.

F. Recognizing the increased public concern about the availability of legal materials for prisoners in correctional institutions, and establishing well-stocked libraries, not only in prisons, but in many public buildings not now so serviced. It may be that every courthouse should contain a small library of legal materials for clients and the public who come there. Such a library would have to be staffed by a well-trained law librarian, and would be in addition to the special libraries contained in many courthouses used only by practicing lawyers and judges.

G. Proposing methods of funding special libraries and collections of legal materials so that they can provide consistent and expanding service to the growing number of law library patrons.

In conclusion, the Meiklejohn Library and Institute welcomes the efforts of the National Commission to study the library needs in the field of law of both the general public and the practicing lawyer. Our experience indicates that there is a great void to be filled and that patrons are extremely appreciative of anything done to make access to legal materials more equal and general.

Exhibit A. Classification Scheme
Exhibit B. Civil Liberties Docket--press release
Exhibit C. Human Rights Casefinder--press release
Exhibit D, Meiklejohn Library Acquisitions--sample copy
Exhibit E. Flyer describing microfilmed library materials

STATE OF IDAHO
STATE BOARD of EDUCATION
Office of the Executive Director
for Higher Education
413 Idaho Street
Boise, Idaho 83702

October 13, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

This is in response to your letter of September 22, 1972 suggesting that I submit a statement to the National Commission on Libraries and Information Science.

Idaho's medical library service problems must be considered from the fact that the State has no medical school and primarily in consequence of this, no state medical library. As recently as five years ago it could be said that we had no medical library or medical library system on a statewide basis. The establishment of the Pacific Northwest Regional Health Science Library in Seattle as a Regional resource has had tremendous impact on Idaho. The service and stimulation we received through this Regional approach has in a few short years completely changed our course for the better. We still have no "state" medical library, but we do have a statewide system of medical library services, and it is a good one. We now have access to the world medical literature. Without trying to describe our "system" in detail, it consists of an electronic tie-in between our major public libraries to our state library, to the PNRHSL. In theory at least, 90% of our health professionals in Idaho (we are a big, sparsely populated state) can pick up the phone and through a local call be tied into the entire system. Along with the development of this "system" we have had remarkable improvement in our hospital libraries. Five years ago no hospitals in Idaho (they are all small by Eastern standards) had a full-time librarian. We now have five.

As I see it these are our continuing problems:

1) We have a good medical library system but knowledge that the system exists is known to too few of our health professionals. We lack the resources now to "get the message across" and consequently the system is not used as well as it should be.
2) We lack the resources to allow our State library to work with the hospital libraries (There is practically no involvement at all at the present time)
3) The six local public libraries that are tied into the system do not have the staff nor the expertise to respond very well to requests made of them. We lack the resources that could improve this situation.

In summary my beliefs are these:

..Medical library services are particularly important to a state like Idaho where there is no medical school, no medical center to provide the base for an adequate continuing education program. If our health professionals are to keep up with advances in scientific knowledge, access to books and periodicals have a peculiar importance to them.

..We have made good and major progress and in large part this stems from the wise national decision to establish Regional medical library resources.

..We will make further progress, but we could go faster with greater resources. If we had one person devoting full time to stimulating and educating our public and hospital library staffs and "educating" our health professionals to the fact that we have a system and how to use it, we would go faster.

Sincerely,

Fred O. Graeber

Fred O. Graeber, M.D.
Associate Director for
Medical Education

FOG:dl
CC: Gerald Oppenheimer - Seattle

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OFFICE OF THE LIBRARIAN SANTA BARBARA, CALIFORNIA 93106

October 25, 1972

National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Attention: Frederick H. Burkhardt, Chairman

Gentlemen:

I want to make explicit at the outset that in what follows I am speaking only for myself, and in no official capacity whatsoever as voice of the University of California.

For the past several years I have been at work writing a book that will be a treatise on experiencing the phenomena of libraries as dynamic processes and systems of language-operational-gestalts. The expectation is that this monograph will be published in 1973 by the Greenwood Publishing Corporation in its Contributions in Librarianship and Information Science series, which is edited by Paul Wasserman. This monograph will be quite long, and in it I develop in considerable detail many ideas from among which, I have selected those enumerated below, that I particularly wish to bring to the attention of this commission at this time.

1. Probably the most useful action that could be taken by national governments would be to require, as a pre-condition for the granting of copyright, that the publisher to be, obtain from the copyright office a pre-assigned number for each item intended to be published; and that each serial number assigned be printed both in human and machine-readable forms in it. Such a number would be useful for subsequently uniquely identifying and re-identifying each item published in connection with all sorts of processes.

2. Various governments should fund basic philosophical and mathematical research on the technologically-relevant, purely phenomenal bases of the informational sciences; and particularly as might concern language, perception and epistomology and any phenomena intrinsic to these, that might usefully be interconnectable with various engineering processes.

3. A program should be established to standardize what discrete configurations of phenomena, operationally usefully constitute one and only one quantum of informationally useful phenomena, in connection with obtaining different specific purposes. For example, for purposes of measuring shelving, one book bound in quarto is statistically quite a numerically different thing from the "same" book on a reel of microfilm; but to a scientist interested in the "information" each contains, each is equally usefully, numerically and re-identifiably equivalent.

4. A program should exist for standardizing library statistics, with each particular, constitutive of each class of items to be counted or measured being defined operationally in connection with some specific purpose, to which the count may be of use. For example, the volume-count of the library may very well be one thing for predicting the amount of shelving that one must buy for shelving them, and quite something else if one wants to know how much "information" the library contains.

5. A massive re-educational program is required in this country, that would probably utilize the mass media, for updating the expectations of the public as to what information sources should be available to them, and in what formats and by what media, that would be more congruent with the technological possibilities that exist already. Very often the technology exists that would allow libraries to more effectively transfer information to the public, if only the public were ready to receive it in new formats.

6. There is a need for genuinely free, great regional library systems that would specialize in serving the informational needs of the public in areas of current political and social issues, and particularly in matters of commerce, business and economics. Such libraries should be staffed by experts and should be equipped to provide currently relevant, in-depth information in these areas to all comers. Such libraries would be useful to all classes of citizens engaged in fulfilling their obligations as citizens, and in meeting their informational needs relating to their economic and commercial pursuits. Such political-commercial information centers should probably be established under some federal program of assistance, and in accordance with the same logic that has undergirded the federal government's support in the building of roads, railroads, airport facilities, and so on; that has aimed at promoting the most optimal exploitation and conservation of natural and human resources.

7. In congested urban areas where there is great social strain, systems of "people's libraries" should be established to provide the informational needs of such communities; perhaps in some cases in conjunction with existing public library programs. But particularly, care should be taken that accessibility to such centers would be virtually guaranteed to all, and this in many cases could very well require negotiation with such *de facto* power groups as street-gangs, to elicit their protection of citizens who might perhaps wear armbands or something similar, as a sign of being enroute to or returning from such libraries. Such a program of treaty-making, centering about guaranteeing access to libraries, might pave the way to other socially integrative treaty-making programs at neighborhood levels.

8. It is my opinion that the logical and mathematical impossibilities of organizing *very large digital computer files* for truly random access, constitute the "metaphysically fixed" parameters, beyond which it may well be impossible to effectively utilize digital computers cost-effectively, or with any truly great beneficial effect, in optimizing library and information processes: to most of which, the possibility of true random accessibility to very large files is a prerequisite.

9. Because of the virtual impossibility of organizing very large digital computer files for true random access, I look to the eventual, more wide-spread application of analog and hybrid computers to library processes, and to the virtual abandonment of attempts to primarily use digital computers and digital computer networks for optimizing the effectiveness of libraries. The recent and current expenditures of vast sums of money in futile attempts to apply digital computers to library operations surely cannot continue beyond another decade. It is regretful that these funds are not now being expended to improve the effectiveness of conventional library processes by conventional methods, and to fund basic theoretical research, and to develop novel techniques that might center about the employment of analog and hybrid computers in

library operations instead of digital computers.

10. Urgently needed is legislation that would encourage the conversion of conventional libraries into publishing-on-demand institutions. The probable degree of future social relevance of any library of any size, hinges on the possibility of its economically amplifying the publication of the materials in its collections; and for paying the publisher of each original data-base reproduced in any form, on a per use basis. This can happen, I think, only through tightening of copyright conventions and sanctions to protect the economic interests of original publishers and authors; which could further be beneficial to them by eliminating the need to print and disseminate great batches of hard-bound editions. Instead, they might publish only machine-readable data bases for dissemination to libraries at considerable less expense to themselves, and with less economic risk: for the libraries would become the actual "printers" and disseminators in response to specific needs. Libraries could collect payment for items reproduced and sold, and remit royalties to publishers; for which processes of accountability, digital computer networks might be useful.

11. Many libraries are becoming progressively less relevant because of their inabilities to disseminate some "self-same" material-particular, (some monograph, for example) to many requestors simultaneously. Unless libraries become able to disseminate "self-same" information-bases simultaneously to many users, they must continue to become progressively less relevant. Therefore, the future "circulation" of library materials must progressively less be a matter of mechanically moving about "of self-same" material-particulars; and progressively more a matter of disseminating non-material phenomena through amplified use of the techniques of learning resources and mass media.

12. A program is badly needed to study the local, regional, national and international trafficking in interlibrary loans. There is very little hard information today on what information is exchanged between libraries and by what means and for whom and in connection with what further processes.

13. Better tools are needed to locate information that is in the "other guys" library. A good reference librarian can virtually memorize the probable informational contents of some library in which he is working, that might consist of many hundreds of thousands of volumes. It is seldom that librarians have difficulties in effectively accessing their own libraries, except perhaps time-relevantly to the needs of the user. So what the librarian very often really needs to know is exactly what exists that is not in his library, and where it is to be materially re-located.

14. A program is needed to establish criteria for determining the exchange-values of various informational quanta such that they could become universally applicable.

15. Among the most critical dilemmas confronting many libraries of the world today, is that defined by the conventionalized non-differentiation of archival-functions from functions relating to the immediate support of local library-dependent activities. Great archival research libraries should be few and far between whereas community and campus, and special libraries should concentrate upon expending their resources for the optimal direct support of ongoing programs at every point-instant. Better ways need to be found to effectively divorce the retrospectively-oriented, archive-building libraries that operate primarily as capital-conserving institutions, from those that should operate primarily as publication-amplification centers, and that would consume their "capital resources" directly and immediately on support of living activities in their immediate environments.

16. Last but not least, everything we do in libraries aims, at least implicitly, towards attainment of "The Good". Well, what "The Good" is, is not just one thing, but is

something differently unique to each situation. So we are obliged, I think, to explore not only what good information consists of, but also what the good of information is, and how librarians, library-users, society, the nation and the world can be made better by better libraries, and by the exploitation of library-connected informational-resources. Therefore I would propose that a program be funded to study the ethical implications of enhanced informational transferability. Such a study would involve philosopher, psychologist and sociologist, librarian, politician, physician, and particularly should solicit and embrace the opinions of the marginally socially integrated, and particularly of the alienated of society and between societies. I cannot help but recall that during the late social crises on many campuses, that it was seldom that any library was not regarded by each faction as "being its very own," and by virtually all together as being, sometimes, their last common ground.

Sincerely,

Eugene E. Graziano
Assistant University Librarian
Services

EEG:mfc

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International Business Machines Corporation

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November 8, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W. - Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Special libraries are a disparate group with little homogeneity in their structure because each is autonomous. As a result, the range in quality of this type of library is wide. Seventy percent of special libraries are one to one-and-a-half man operations. The reason: the concept of a special library is not known or recognized by managements in general. Presidents of companies or associations are unaware of the economy and money saving benefits of good library practice.

There is a need to conduct a survey of special libraries, interviewing not only librarians or secretaries (nonprofessionals) in charge of libraries but also to interview the presidents of firms in order to uncover problems they have in obtaining information. There is a need then to establish priorities to know where to begin to remedy the problems disclosed. One cannot work on every problem at once.

Goals of the survey should, through enlightenment of top management,

1. Raise the standards of professionalism in special libraries by changing the caliber of the staff.
2. Make management aware of national and regional services: that larger institutions are making information more accessible to them through networks of data bases or library cooperative efforts.
3. That a trained librarian knows how to organize and search for information.

The stature of the Commission conducting the survey would establish confidence which in turn would ensure a more honest response in the interview. The stature would also lend weight to a resulting closer degree of standardization. Benefits to companies would be in additional services to employees and in raising the morale of employees. Greater awareness and usage of libraries of all types everywhere should result.

Very truly yours,

Marjorie Griffin

(Miss) Marjorie Griffin
Library Manager

MG/cmr

enc.

RAYMOND M. HOLT and ASSOCIATES LIBRARY CONSULTANTS
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TESTIMONY OF RAYMOND M. HOLT
SUBMITTED TO
THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

October 1973

TESTIMONY OF RAYMOND M. HOLT

SUBMITTED TO

THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

The ensuing testimony has been submitted in response to the request of the National Commission on Libraries and Information Science in anticipation of its regional hearing scheduled for November 29, 1972, in San Francisco. The comments have been arranged in the following categories:

I. Statement of Personal Convictions.
II. Redefining Library Objectives.
III. The Need for Planning.
IV. Information Needs of the Public - Present and Future.
V. The Role of the Local Library.
VI. The Library's Unserved Public.
VII. Special Programs for the Unserved and Underserved.
VIII. The Need for Program Evaluation.
IX. Financing Library Services.
X. Studies and Research.

The statements which follow represent my personal convictions growing out of more than a quarter of a century of activity in the public library field. After 20 years as a library administrator, I am now serving the profession as a library consultant. Throughout my career I have stressed a "user oriented" philosophy of library service; I have been deeply involved with the evolution and development of library systems and networks. I trust this testimony will be of interest to you.

I. STATEMENT OF PERSONAL CONVICTIONS.

Since my testimony is that of a biased practitioner it seems only fair that I express these convictions at the outset:

1. I believe in libraries - all kinds of libraries - as necessary instruments serving as the chief source of information for the people of this nation.

2. I believe that the right of the individual in a democracy to have access to the total information resources of his nation is fundamental and can best be exercised through libraries.

3. I believe that while the individual must be provided access to all information resources through his local library outlet, this cannot be accomplished without comprehensive national and state planning which is binding on local jurisdictions.

4. I believe that for a variety of reasons, libraries have failed so far to achieve a place in our society and educational system equal to their potential.

5. I believe that the survival of libraries as viable vehicles for the storage and transmission of information depends upon the achievement of broadly based public understanding and endorsement of library objectives evidenced by commensurate financial support.

6. I believe that the ability of libraries to achieve success as the primary agent for delivering information is dependent upon research, evaluation and planning prior to inauguration of programs of implementation.

7. I believe that financial support for libraries at the local level is now and will continue to be inadequate and inequitable, and therefore must be supplemented by substantial funding from state and federal sources.

8. I believe that it is necessary for libraries to intelligently utilize the full range of public information techniques and media in a concerted effort to encourage use of library resources by all.

II. REDEFINING LIBRARY OBJECTIVES.

In my experience, I have found that libraries and library programs frequently find themselves in difficulty because they have either failed to establish their objectives, or have failed to observe them. Based upon the evidence amassed by the Commission, I trust that the first priority will be given to a re-examination, and if necessary, a redefining of the objectives of libraries in this nation. This act would provice both the goals and the motivation needed to unify libraries in concerted action. All meaningful planning must be based upon objectives which are at once realistic and accepted by both the governing body and those who must attempt to achieve them. Whether through reaffirmation or redefinition, the Commission's action in the area of library objectives is of paramount importance.

III. THE NEED FOR PLANNING.

Experience and observation join in telling me that our libraries stand in dire need of adequate planning. Such planning must be based on objective evaluation of the present and future information needs of the total public. The public need must include not only what the library user wants and expects, but equally important, a delineation of the information requirements of those who use libraries infrequently or not at all. Once the total public need has been defined and described, we can take the steps necessary to measure this need against the available resources in terms of library materials, services, personnel, delivery systems, and physical facilities. Such a measurement should reveal the gaps between "supply and demand" and provide the basis for realistic programs to meet the information needs of the public.

Such processes of planning seem too obvious to require mention, yet planning remains fundamental to all else. In my practice, I find all too frequently that libraries have failed both in evaluating the needs of their public and in constructing meaningful plans to accomplish the objectives designed to provide adequate library service. Hopefully, the planning done by the Commission will give new incentive to library planning.

IV. INFORMATION NEEDS OF THE PUBLIC - PRESENT AND FUTURE.

It would seem to me that in a democracy every individual has a right to expect convenient access to the total information resources of his nation. A consequence of our complex society is the increasing premium placed on information resources, whether in the form of printed materials, audio-visual materials, computer print-out, microform, television tapes, or whatever. Libraries have the responsibility of making these resources easily available to every individual regardless of the diversity of his needs, the format of the information required, or the location of the information.

Beyond making this broad spectrum of materials easily available, libraries have an additional responsibility - that of making people aware of information resources and their importance to life, liberty and the pursuit of happiness, our nation's transcendent goals. The record of library achievement in this area is not particularly bright. Many libraries still consider that only those who find their way to the library and make the necessary effort to meet archaic requirements deserve assistance. Only a few libraries have suitable public information programs designed to acquaint people with library resources and services. It is my hope that the Commission will spearhead a major effort to inform every individual of the information resources represented by libraries, the accessibility of these resources, and the ways in which information can be utilized. The aim should be to create the image of libraries as resource centers for living - not just agencies of continuing education or adjuncts of culture.

The information needs of tomorrow's public will, like those of today, be limited only by the boundaries of human knowledge, thought, and understanding. The development of resources, services, and facilities capable of delivering any portion of this total into the hands of any individual upon request is the unique challenge which I feel libraries must meet today and tomorrow.

V. THE ROLE OF THE LOCAL LIBRARY.

I am convinced that the local library - whether school, academic or public, must be reinforced to carry a larger share of the information load. The evolution of library systems and networks places emphasis on the larger collections and provides the mechanics by which the information needs of more and more people are met by borrowing materials and expertise from other libraries. However, our studies show that a sizeable portion of the load which may otherwise become the burden of large libraries can be absorbed by the local library, provided that resources are intelligently enlarged and personnel is adequately trained and motivated in handling information requests. In one instance, for example, we found that 36% of the questions referred by member libraries to the system's reference center could have been answered in a library one-tenth of the size of the headquarters library. With the addition of a limited number of specialized directories, handbooks and biographical tools, this percentage could have easily been increased by more than 50%! By emphasizing the important role of the local library, the Commission can reinforce the ability of most individuals to satisfy the bulk of their information needs quickly and conveniently.

VI. THE LIBRARY'S UNSERVED PUBLIC.

The past decade has brought an increasing awareness of the library's responsibility to those not presently using libraries. In many - if not most - communities (whether school, academic, or political jurisdictions) only a small minority of the total potential number of users make regular use of libraries. Another segment uses libraries infrequently, while a majority may never use them. Yet libraries, for the most part, are not familiar with the potential informational needs of this unserved public or the reasons why they do not use libraries. Suppositions vary from assuming that the characteristics of the unserved public are close to, if not identical with, those of regular users to conjecture that the non-user is a totally different being and devoid of any real need for the information and services libraries provide. Extensive studies are urgently needed to illuminate this dark corner of ignorance. Such studies should be conducted on a scale sufficiently large to make the findings equally applicable anywhere in the nation. Once the needs and characteristics of the library's unserved public are profiled, libraries can formulate programs to remedy whatever deficiencies the findings reveal and to intelligently begin the task of converting non-users into users.

VII. SPECIAL PROGRAMS FOR THE UNSERVED AND UNDER-SERVED.

The priorities attached to federal funding of library programs under such legislation as LSCA has had a significant influence on determining the goals of current library activity. Of special note are the many projects libraries have devised to qualify for LSCA Title I funding based on service to minority groups and those confined to institutions. While much has been accomplished by virtue of such emphasis on previously unserved segments of the public, there is considerable danger that the emotional appeal of these programs will severely limit experimental efforts to reach other equally important groups of unserved and under-served people. Such groups are often less easily identified or fail to achieve the sympathetic attention accorded minority groups and others in recent years.

For instance, it seems that libraries are in a position to play a dominant role in the processes of consumer education - yet few programs with this intent appear to have been launched. Similarly, concern over our environment cuts across all elements of our society - regardless of race, creed, economic, or social position, and the libraries of the nation should be in the vanguard of this movement since it is so dependent upon the wide dissemination of information. Libraries should also assume a major responsibility for increasing public awareness of and participation in the governmental processes by furnishing information and encouraging discussion on the complete spectrum of issues confronting our nation. No other existing agency has this same opportunity or responsibility. However, except as they apply to minority groups and others given priority designation by the federal government, libraries have been unable to use LSCA funds to any great extent for experimental programming in these vital areas.

One of the "under-served" segments of the population which deserves particular consideration is composed of the individuals engaged in business and industry who make up our "economic community." These people have an insatiable need for information but are notoriously poor library users. Yet, information is a part of the raw material that business and industry converts to increased productivity which in turn is reflected in an improved tax base, higher levels of employment and general community gain. The potential dimensions of library service to business have received little more than cursory and sporadic attention. Perhaps the most unique and thorough inquiry of recent years came in conjunction with an LSCA funded project which I had the privilege of evaluating in the report titled: *Focusing Library Service on the Economic Community*. The latent possibilities of this area of library responsibility exposed by the project are impressive. By meeting the information needs of the members of the economic community, libraries can gain the meaningful support of a portion of the population which pays a large share of the taxes going to the support of libraries. These same individuals are also important members of the power structure which further determines the progress of libraries toward their total objectives.

By calling attention to the many facets of the library's unserved and under-served public, the Commission can encourage a realistic approach to the expansion and extension of libraries. While one group or another may occasionally merit special attention, the concentration of library programs in narrow fields will result in a form of discrimination and neglect which must be avoided.

VIII. THE NEED FOR PROGRAM EVALUATION.

One of the great contributions made by such federal programs as LSCA, HEA, and ESEA has been the proliferation of experimental projects. Most of these experiments would never have been attempted if federal funding had not been available. Unfortunately, however, few of these projects have been accorded objective evaluation by an impartial appraiser. Without such an assessment, the strengths, weaknesses, and accomplishments of the projects remain unknown. The problem is compounded by the fact that no vehicle has been established through which descriptions and evaluations of federally funded projects can be disseminated. Therefore, lacking this vital information to guide them, those responsible for formulating new projects are faced with the possibility of incorporating program elements and techniques into their proposals which have already failed elsewhere. By the same token, these planners are unable to build upon successful methods and programs developed somewhere else. Given the continuing shortage of funds and the urgency of library development, the risk of duplicating unsuccessful efforts makes it mandatory that some method be found to make descriptions of on-going programs and evaluations of completed projects readily available. The recent change in LSCA regulations requiring evaluation of LSCA funded programs makes this need for a reliable communications vehicle even more critical. Hopefully, the Commission will include this deficit for consideration.

IX. FINANCING LIBRARY SERVICES.

The Commission poses the question, "Who should pay the costs of Library Services?" The obvious reply, it would seem, is "everyone" since the need for information in our society is universal. The assumption that libraries are purely a matter of local concern has led to grave inequities in library resources and serious imbalances in financial support accorded libraries. Today, library planning and library operations are severely handicapped by both the shortage of dollars and the uncertainty of continued funding from state and federal agencies. Without the assurance of a given level of financial support, planning becomes impossible and operations lapse into a day-by-day effort. Collections, services, and personnel suffer as the result of these conditions. Most of all, the brave new experiments of the 1960's seem doomed unless there is an immediate change.

California's public library systems are an excellent example of programs which are about to succumb to financial starvation. These systems have attained an astonishing record of achievement in spite of miniscule financial support from state and federal sources. Based on these accomplishments, legislation has been passed in recent years to provide adequate support from the state - but to no avail since actual funding has not followed. State funds available to library systems amount to only a few pennies per capita and most systems have survived by drastically reducing programs and devising methods to solicit small contributions from the overburdened budgets of member libraries. Several systems have already announced that existence beyond the current year is impossible unless additional funding from state and/or federal sources occurs. Financial poverty has also precluded the continuation - let alone the extension - of projects undertaken with LSCA funds, regardless of the merits and success of such programs. Failure of library systems in California will result in an attitude of disillusion and despondency which will be reflected nation-wide. Meanwhile, library users at the local level will be deprived of access to the larger resources and services once made available through systems.

To add to the financial gloom surrounding libraries - particularly public libraries - a new fear looms with the implementation of the plan for Federal Revenue sharing with state and local governments. One of the seemingly inevitable consequences of the Federal Revenue Sharing plan will be the substantial reduction, if not elimination, of special purpose programs such as LSCA, HEA and ESEA, which, since their enactment, have been responsible for so much of the progress made by libraries of all types. Just when it seemed that library development could be coordinated throughout an entire state, it appears that libraries will again be totally dependent upon their ability to compete for funds at the local level, thereby perpetuating, if not further widening, the present inequities in library resources available to residents of neighboring jurisdictions. Because of what appears to be a growing political and financial conservatism among many local public officials - often expressed in a concern for "law and order" at the expense of agencies dealing with education - libraries of all types are not in a position to compete for funds allocated to state and local governments from the Federal Revenue Sharing program. The Commission is urged to recognize the special nature of library need and the necessity of continuing substantial financial support through federal programs such as LSCA, HEA, and ESEA, administered through state agencies to achieve specific library objectives. Without this guaranteed support and centralized point of administration, such money as may come to libraries will be spent without the coordination necessary to achieve the objectives of improved library service to individuals. In fact, under one guise or another, there is very good reason to believe that locally distributed Federal Revenue Sharing funds will be used to reduce rather than supplement the financial support derived from the local community. Unfortunately, the prognosis for improvement in library funding as a result of the Federal Revenue Sharing program appears bleak - if not ominous.

It is my hope that the Commission will continue to seek a rationale for determining the appropriate share of library support which should be contributed by each level of the government. This would most probably result in some kind of formula composed of need, ability, effort, etc. The findings concerning funding in the National Advisory Commission on Libraries report, *Libraries at Large*, are still pertinent and provide a starting place for further research and development. Obviously, there are no simple solutions to this problem. Yet, it remains one of the most significant and crucial areas of concern to which the National Commission on Libraries and Information Science must address itself. Hopefully, the Commission will authorize research in this area directed toward finding a comprehensive solution to the question, "Who should pay the costs of library services?" Success at this point would constitute a giant step forward for libraries and the people who come seeking information.

X. STUDIES AND RESEARCH.

Recently released news that the Commission has begun authorizing studies and research is welcomed. The library world is in great need of study and research; appropriate subjects are legion, running the gamut from the mundane to the highly theoretical and speculative.

It is hoped that the Commission proceeds in this aspect of its work in a logical and purposeful manner. Perhaps an item to be considered in the very near future is a study to establish a list of subjects needing research and setting priorities for these. The Comission should also give early attention - if it has not already done so - to the question of how the findings of the various studies will be disseminated to the library world. At present, numerous studies and research projects are completed each year by librarians, scholars, consultants, and others - yet there is no common vehicle through which such research is regularly accumulated, reviewed, and publicized. Some study reports are summarized in periodical articles, a few become monographs published by an association or other publisher, but most are destined to obscurity and brought to light only through perserverence and good fortune in bibliographical search. Given the importance of research to the future of libraries, the Commission should address itself to the problem of communications in the area of library research. (Note also the discussion in category No. VIII, "The Need for Program Evaluation.")

As indicated in category No. VI, "The Library's Unserved Public," it seems that a high priority should be attached to studies devoted to determining the information needs of the total public, whether library users now or not. Until the speculation concerning the needs of these people is settled through research, effective library programming in this area will be more or less determined by chance. Coupled with this study should be research dealing with the library as an information delivery system. This subject, in turn, has a number of facets, each deserving study and, perhaps, controlled experimentation. For instance, studies are needed to (1) decide the comparative effectiveness of various kinds of library outlets, (2) identify the elements of library system and network organization which achieve the greatest success in delivering library materials and services to the user, and (3) determine the methods libraries can best employ to encourage every individual to use libraries - whether school, academic, or public - to satisfy his information requirements.

The achievement of many of the Commission's goals would appear to rest ultimately upon the effective planning of those charged with management of the nation's libraries. Here, additional opportunities for research seem evident. Critically needed is the participation of professionals with expertise in other disciplines to assist in areas such as personnel, organization, and finance. Nowhere is help needed more than in the field of master planning. Here, research studies designed to identify and perhaps attach relative weights to those factors which are found to be determinants in the projection of library service is long overdue. Today planning, whether for new services or for facilities, is based upon relatively simple criteria such as population, collections, and staff. As a consultant dealing with master planning for libraries and library systems, and in the development of programs for new library facilities, I am all too aware of the fragmentary and rudimentary nature of the data base upon which millions of dollars must be commited annually. The future of library service in terms of its ability to meet the information needs of the public would benefit enormously from a more precise and extensive knowledge of the factors which should be incorporated into planning future library programs and facilities.

The Commission's importance to the future of libraries in the United States is nowhere more clearly evident than in its mandate to "conduct studies, surveys, and analyses of the library and informational needs of the Nation. . . ." To a considerable degree, the long-term influence of the Commission may be determined by its success in carrying out this responsibility.

UNIVERSITY OF CALIFORNIA, LOS ANGELES

BERKELEY • DAVIS • IRVINE • LOS ANGELES • RIVERSIDE • SAN DIEGO • SAN FRANCISCO   1868   SANTA BARBARA • SANTA CRUZ

GRADUATE SCHOOL OF LIBRARY SERVICE
LOS ANGELES, CALIFORNIA 90024

13 October 1972

TO: Dr. Frederick H. Burkhardt, Chairman, and the members of
the National Commission on Libraries and Information Science

In response to your request for written testimony for consideration at your regional hearing in San Francisco on 29 November 1972, I wish to commend the Commission for the wisdom of its three resolutions adopted in its meeting of 17-18 February 1972 and also for the priority it has given to the evaluation of overall library services through the contracts for studies announced on 5 July 1972. It is my opinion that the quality of library and information services depends as much upon the appropriate training of staff members at all levels within library and information agencies as it does upon the efficient organization and provision of universal access to texts and information. I hope the Commission will turn its attention as soon as possible to an identification of the basic competencies and specializations needed in the various levels of personnel identified in the American Library Association's 1970 Policy on Library Education and Manpower in order to achieve our national policy of providing library and information services adequate to meet the needs of the people of the United States. To me it seems urgent that programs of professional education and research in public and private universities which clearly support the Policy enunciated in Public Law 91-345 should be encouraged and improved through financial assistance administered by the Office of Education of the Department of Health, Education and Welfare. This alone could prepare highly qualified persons for frustrating unemployment. Therefore libraries and other information agencies occupying key positions in our emerging library and information systems and networks must be assisted through supplementary federal funding in order to appoint the personnel necessary to move from exciting plans to operation in response to identified needs.

I regret that I do not have the time to develop my plea and that I cannot attend the regional hearing; but I am confident that you will receive comments similar to mine and will not lack testimony by experts more competent than I.

Andw H Horn

Andrew H. Horn

c. Chancellor Charles E. Young
University of California Los Angeles

H:r

SF [illegible]

STATE OF HAWAII
DEPARTMENT OF EDUCATION
DIVISION OF LIBRARY SERVICES
OFFICE OF THE STATE LIBRARIAN
P. O. BOX 2360
HONOLULU, HAWAII 96804

September 19, 1972

Mr. Roderick G. Swartz, Deputy Director
National Commission on Libraries and
Information Science
Suite 601, 1717 K Street, N.W.
Washington, D. C. 20036

Dear Mr. Swartz:

I regret very much that the Hawaii State Library System cannot send a representative to San Francisco for the November 30, 1972, hearing conducted by the National Commission on Libraries and Information Science.

The Librarians in Hawaii fully recognize the work the Commission has done in making recommendations that strengthen library resources throughout the country.

Here in our Hawaii a critical need is support for our local history program. I am sure that this is a need that is felt in all states. We in Hawaii feel that the history of this state is unique but so is the background of all our sister states. Specifically, support is needed for indexing, abstracting, research, and the establishment of data banks from which all libraries can contribute and can draw. The economic depression has cut staffing for local history operations severely and direct support is critically needed to collect and keep information that would otherwise be lost.

The other area in which libraries should be interested in is not in the field of information storage but in the social sciences. Libraries as public institutions serve all peoples, the drop-outs from society, the immigrants, the early releases from institutions such as mental hospitals, prisons, etc. Society's problem has become ours since policy forbids discrimination among those who may use libraries. I therefore feel that there is a great need for financial support for libraries to conduct research and to create programs to help these patrons coming to us from the fringes of society. The program to help the needy partially but not wholly covers this ever-increasing problem. I hope that the Commission will study this aspect of library work more closely.

I hope that this will be of some help to you.

Yours truly,

James G. Igoe

James G. Igoe
State Librarian

JGI:MG:tc

Great Falls Public Library
Corner of Second Avenue North at Third Street
Great Falls, Montana 59401

November 4, 1972

National Commission on Libraries and
Information Science
1717 K Street, N.W.
Suite 601
Washington, D. C. 20036

Gentlemen:

In my opinion, the public library has the know how and the desire to reach users and potential users. Financial support deters the accomplishment of the task.

In Montana, larger units of service have been proved workable, but underwriting the service and strengthening the headquarters library are not accomplished because of the lack of funds. There are many exciting programs for reaching the unserved that can be undertaken with more materials and only slightly more staff. The financing of public library systems must be improved.

Networks of information services need to be developed so that there is access to the best research resources available in the country for all who need it. I sincerely hope that the National Advisory Commission on Libraries will be able to insure the provision of adequate library service for all the people.

Sincerely yours,

Alma S. Jacobs

Mrs. Alma S. Jacobs
Librarian

ASJ:b

STATEMENT ON LAW LIBRARIES IN CALIFORNIA

To

THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

History and Background.	J. Myron Jacobstein Law Librarian and Professor of Law Stanford University
Law School Libraries in California.	Francis Gates Law Librarian and Associate Professor of Law University of Southern California

November, 1972

This statement is submitted in the understanding that a more comprehensive statement on law libraries is being prepared for the National Commission on Libraries and Information Science by the American Association of Law Libraries. Consequently our remarks are directed primarily to the status of law libraries and law librarianship in California.

History of Law Libraries. Law libraries have had a rather different development than other types of libraries. This is a function of the very close relationship of law libraries to the legal profession. This in turn results from the heritage of the American legal system from England and the absolute reliance of lawyers on their libraries for the practice of their profession. Simply stated, lawyers cannot function unless they have available a sizeable collection of law books. It is interesting to note that one of the first libraries established in this country was a law library in Philadelphia, which was started by a small group of lawyers pooling their law books brought with them from England. This need for accessibility for law books caused the early formation of private bar associations libraries in the East, and such libraries as the Association of the Bar of the City of New York and the Philadelphia Bar Association Law Library remain as distinguished private law libraries. This need for access to law books also resulted in the growth of law book publishing by specialized publishers and the development of sophisticated systems of legal information retrieval by these publishers.

By the turn of the century law libraries had developed into types that are still prevalent today. These are: (1) Bar Association libraries, both privately and publicly supported; (2) court libraries, (3) private firm libraries, and (4) law school libraries.

The consequence of this is that law librarianship developed as a specialty within librarianship, and in 1909 the American Association of Law Libraries was organized. The "special" nature of legal literature and the intense use of most law libraries by lawyers has led to the fact that law librarianship remains outside of the mainstream of American librarianship. Most librarians are unfamiliar with law libraries and legal literature; most law libraries tend to be "isolationist" and either explicitly or implicitly do not encourage the use of law libraries by other than lawyers.

California, in regard to most other states, is in a little better position. This is the result of the early development of public county law libraries, and every county does have a law library of some sort available to the public. However, this system is now being criticized, and a separate paper has been submitted to the National Commission on California county law libraries.

Weakness of Present System.

The present system of law libraries which has until recently served the legal profession so well is now beginning to break down. Essentially, the causes for this are threefold: (1) the growth of publication of legal materials, (2) rising costs, (3) the increasing need for access to legal information by the public at large.

(1) Growth of Publication. Until relatively recent times, an efficient law library could be small, consisting primarily of statutes, court reports, and digests, citators, and indexes to them, legal periodicals, and treatises. But the increasing problems of society are reflected in a growing amount of legislation - and court suits. Whole new areas of law: environmental law, poverty law, welfare law, atomic energy, consumer protection, to name only a few, have resulted in a veritable explosion of books and other materials of a legal nature. As one example, the Association of American Law Schools now requires a minimum collection of 60,000 volumes for accredited law schools.

The Chief Justice of the United States, Warren Burger, has frequently called attention to the fact that so many new laws passed by Congress result in the increased use of the courts. What he has not pointed out is how this has also resulted in an ever-increasing number of law books with the concomitant demand for law library service. The Supreme Court itself, in its decisions of recent years, has also greatly increased the demands for legal services and legal materials by its decisions expanding the right to legal counsel and no longer making it dependent on the ability to pay. But what is overlooked is that unless all citizens, and their lawyers, have equal access to quality law libraries, justice will still be dependent on the ability to pay - and equal justice for all will remain an empty motto.

Just recently the Carnegie Commission on Higher Education issued a study on legal education. Chairman Clark Kerr commented on its release that the United States "is becoming more and more a judicial democracy," the courts take on extended power, not only in interpreting the law, but in making and enforcing it. He also noted that law schools have become "general education at the graduate level."

All of these factors are causing a rapid expansion of the rate of publication of legal and quasi-legal materials.

(2) Rising Cost of Law Books. Of course, inflation has affected all libraries, but it is more difficult for law libraries since it coincides with the expanding scope of law library acquisitions. Another factor is that for all practical purposes law libraries were excluded from government support of libraries that was prevalent during the last decade.

(3) Need for Access to Legal Information. The demand for access to law libraries, or to legal collections, is on the increase. As law expands its scope, as more people study law, and as more people become involved in using the legal system as a means of social control, the demand for access grows.

In California, a recent decision of the Federal Court of Appeals now requires California to provide law libraries in each of its correctional institutions, but there is as yet no efficient method of doing this. Public librarians are increasingly feeling the demand to provide reference services on law and related matters to their patrons - and feeling increasingly frustrated in their inability to do so.

The fact is that law libraries, as presently organized, are unable to meet the rising demand for law library services arising from attorneys, law students, and the public at large.

Summary. The present status of law libraries and law librarianship is perhaps no different than other libraries. We need more resources, and we need better ways to make our holdings accessible to each other and to the public.

We strongly urge that any recommendations of the National Commission on Libraries and Information Science for funding, for library networks and other systems of communication include provisions for law libraries.

HAROLD T. (BIZZ) JOHNSON
2D DISTRICT, CALIFORNIA

OFFICE ADDRESS:
2347 HOUSE OFFICE BUILDING
WASHINGTON, D.C. 20515

DISTRICT OFFICE:
320 VERNON STREET
ROSEVILLE, CALIFORNIA 95678

Congreſs of the United States
House of Representatives
Washington, D.C. 20515

COMMITTEES:
INTERIOR AND INSULAR AFFAIRS
SUBCOMMITTEES:
IRRIGATION AND RECLAMATION, CHAIRMAN
NATIONAL PARKS AND RECREATION
PUBLIC LANDS
ENVIRONMENT

PUBLIC WORKS
SUBCOMMITTEES:
FLOOD CONTROL AND INTERNAL DEVELOPMENT
ECONOMIC DEVELOPMENT PROGRAMS
PUBLIC BUILDINGS AND GROUNDS
INVESTIGATION AND OVERSIGHT
RIVERS AND HARBORS

November 22, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601, 1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Following receipt of your September 22nd letter concerning the hearings to be held next week in San Francisco, I contacted several of the leading libraries in the Second Congressional District and discussed with them the impact of your program and the needs as they saw it for library and information services at both the National and local levels.

Enclosed is a statement which I have prepared on my behalf as a result of these discussions. In the meantime some of the librarians themselves have forwarded their personal comments regarding the problems they face as librarians. I would appreciate it if you would make their comments a part of my statement to be submitted to the Commission at your hearings to be held in San Francisco, November 29.

I am forwarding a copy of this letter and the statements to you directly in care of the Federal Building in San Francisco to insure that they are received in a timely fashion.

Sincerely yours,

Harold Johnson

HAROLD T. (BIZZ) JOHNSON
Member of Congress

J:Bl
Encls.

STATEMENT OF THE
HON. HAROLD T. (BIZZ) JOHNSON
SECOND DISTRICT, CALIFORNIA
before the
NATIONAL COMMISSION ON LIBRARIES
AND INFORMATION SCIENCE
SAN FRANCISCO, CALIFORNIA
November 29, 1972

Mr. Chairman, A democratic society requires the development of an an adequate library system to meet the educational and informational needs of its people. Thomas Jefferson once said, "If a nation expects to be ignorant and free, in a state of civilization, it expects what never was and never will be." To preserve our freedoms, and fully develop our country, we must heed this advice from our third president.

The Federal government presently has three programs operated by the Office of Education aimed at improving our libraries. These are the Library Institutes and Library Fellowship program, Library Research and Development program, and the Library Services and Construction program.

Judging from the results of these programs, it seems that they are positive efforts in the right direction. The librarians in my district tell me that they could do a better job if these programs were expanded, but that the present programs have had wide beneficial effects. As always, increased appropriations for these programs would help tremendously. There are many small towns in my district wishing to construct library facilities, but funds through the library construction program are short. There is also a need for more funds to buy books. The library systems and information center concepts, where libraries over a wide area work together through the use of a teletype system, have been extremely successful. This was made possible with Federal assistance.

Two areas where I believe additional Federal assistance could be beneficial are (1) in the training of paraprofessionals and library technicians and (2) in meeting the needs of those economically and educationally deprived, non-English speaking and other groups who traditionally have not used the public library.

I contacted several of the leading libraries in the Second Congressional District and discussed with them the needs as they saw them for library and information services. I would like to have the comments I received made an appendix to my remarks and put into the record of this hearing.

The need for library and information services is great, especially in some of the more rural and remote areas of the country, and it is essential that these needs be met. They play a vital role in the educational process, which develops our most precious national resource, the minds of our people. Libraries make everything and everywhere in the world available to us, and provide us all with the opportunity to widen our experiences.

Thank you.

Plumas County Free Library

~~MRS. DOROTHY EGBERT~~
~~ACTING LIBRARIAN~~

BOX 270
QUINCY, CALIFORNIA 95971
PHONE 283-0780

OCT 16 1972

October 12, 1972

Honorable Harold T. Johnson
U.S. House of Representatives
Washington, D.C. 20515

Dear Congressman Johnson:

I can see that you need a quick response to your recent letter regarding the hearings being held by the National Commission on Libraries and Information Science so I will give you my rather unformulated analysis of our needs. The objectives and recommendations of the 1968 report are still valid and still rather vague. Some of my ideas are more or less general than those statements, and most are in basically the State rather than the Federal sphere of responsibility. Nonetheless, the following are the basic needs as I see them, particularly in relation to my operation in Plumas County.

Better and faster communication between libraries to speed inter-library loan of ordinary and extraordinary (expensive or unusual) materials. Every library headquarters should have a teletype or TWX to enable rapid transmittal of hard copy information and requests.

A study should be made of why adult males do not use the resources of libraries to a more significant extent. The natural corollary would be to develop a program to remedy the current situation.

We need adequate financing of programs already established, such as monetary futherance of the library systems concept. These systems have been established but never adequately funded, at least in California.

A massive nationwide public relations campaign is necessary to promote better understanding of what a library is all about. We need to find an effective way to inform people as to what libraries have to offer; what libraries can and have done, and what they could and would do if adequately financed.

I feel that we need higher standards for those in the library profession, both professional and paraprofessional. We need better, more realistic courses in library schools for professionals. We also need more and better training for paraprofessionals and library technicians in vocational schools and community colleges. In addition we need to change the public image of librarians from the grey-haired-spinster-with-a-bun-who-says-shush stereotype to one more in keeping with the reality of the dynamic, socially concerned, highly motivated, conscientious young people found working in libraries these days.

Plumas County Free Library

~~MRS. DOROTHY EGGER~~
~~ACTING LIBRARIAN~~

BOX 270
QUINCY, CALIFORNIA 95971
PHONE 283-0780

Finally, something has to be done to enable smaller, more remote libraries to provide the materials and services its residents and users deserve. At present what little outside (State or Federal) money which is available for library purposes (other than construction) is funneled to larger Area or Resource libraries to build their collections and services. This money is supposed to improve the library resources of the total area, but in fact precious little of the funds and benefits filter down to the outlying libraries.

Being in a smaller library, I feel rather strongly on this last point. Admittedly if I had charge of a Resource library my feelings might be more tempered. I hope that my comments and suggestions can be of some use to you and the Commision both before and after the hearings.

Sincerely yours,

Jonathan J. Little

Jonathan J. Little
County Librarian

JJL:dg

SHASTA COUNTY LIBRARY
1855 Shasta Street
REDDING, CALIFORNIA

October 16, 1972

Honorable Harold T. Johnson
U.S. House of Representatives
Washington, D.C. 20515

Dear Congressman Johnson:

Thank you for giving me the opportunity to write to you about your northern California libraries. As you will see from the enclosed map, most of northern California (¼ of the area of the state) makes up the North State Cooperative Library System. This includes the public libraries in 10 counties, and is now involving community college libraries as well. I am sure you are aware of the concept of regional service to coordinate and expand resources of libraries, to make them more readily available to all people - while at the same time the individual libraries retain their own autonomy.

Local property taxes cannot any longer support library service at the level demanded by the public. With the increase in publishing and media of all sorts dispensing information, and better communication, a much larger public market for information of all sorts on all levels of learning has been created.

State funding in California only has been adequate for establishing regional service areas called Systems, but has not made financial provision for their continued existence - a short sighted approach certainly! State SB1261 would keep these Systems alive, but has little chance of being signed into law by the Governor. These Systems (20 in California including most of the state) have been in existence long enough to demonstrate their efficiency, their worth, and the mushrooming use by a pleased public of the amplified services and materials.

If it were not for the Federal grants, administered by the State Library these Systems established with State funds would have ceased to exist before now. For example, our own North State Cooperative Library System is now operating primarily under a Federal reference grant. This has enabled us to keep the two area libraries, the Shasta Information Center here at the Shasta County Library, and the Butte Information Center at the Butte County Library functioning as back up libraries for all the other libraries in the System. This is done through fast communication (TWX), through better reference collections, through a regularly scheduled delivery service, and through the employment of professional reference librarians to implement the service. More materials and service require more space in which to operate. It is only from the Federal level, LSCA Title II funds, that money, other than local has been available to aid in construction of facilities adequate to house this burgeoning flow of information and media.

Public transportation in this area is at a minimum, and the various Outreach Programs made possible by Federal funds is succeeding in taking the library to the approximately 30% unserved through delivery service, through bookmobile projects with special emphasis on low-income areas and the aged. Librarians feel, with the President, that all people have the "Right to Read".

Libraries have just reached the stage where all types of libraries are beginning to cooperate through the now existing systems. However, if funding is cut off, as it now threatens to be, for systems during this crucial stage, cooperation between types of libraries may never be achieved.

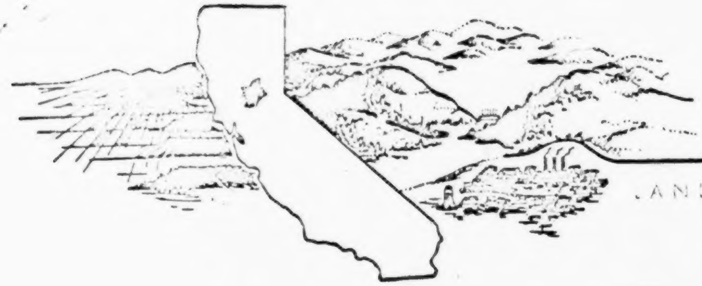
The regional concept is working and is good. Libraries function more effectively and efficiently where coordination and centralization of efforts and resources are realized. The machinery is set up and operating, but necessary funding from all levels of government must be forthcoming.

I shall be happy to supply any additional information you may require. Good luck to you in helping California Libraries to further develop their fine potentials of service.

Sincerely,

Grace A. Gilman

Grace A. Gilman, County Librarian



Butte County

LAND OF NATURAL WEALTH AND BEAUTY

BUTTE COUNTY LIBRARY
County Center - 278 Nelson Avenue
OROVILLE, CALIFORNIA 95965
Mrs. Josephine R. Terry
Librarian

October 17, 1972

OCT 18 REC'D

The Honorable Harold T. Johnson
Member of Congress
320 Vernon Street
Roseville, Calif. 95678

Dear Mr. Johnson:

In response to your letter of October 3 concerning the hearings of the National Commission on Libraries I will briefly try to describe some of the concerns with regard to libraries in the mountain-valley areas of Northern California.

In some areas a good program of library services is handicapped by out-moded buildings which are over fifty years old; some are too small and are costly to operate. Some are in poor locations, not within the population or commercial center of the area. In planning building facilities often a minimum of space is actually considered. A good library building should reflect and provide for the needs of the community. In Oroville and Chico I hope that federal funds will be available for the facilities needed there.

Another problem in this area is the insufficient number of professionally qualified librarians. One area in particular need is that of elementary school and children's librarians in the public libraries. There are too many headquarters and branch libraries without a person who is knowledgeable in the field of children's books and other library materials. During a time when there are a number of jobless librarians local jurisdictions should be encouraged to take advantage of this situation.

In a state the size of California the State Library agency needs a heck of a lot more help from the State and Federal government.

Thank you for responding to this Commission. Your efforts on the part of libraries have been greatly appreciated.

Sincerely yours,

Josephine R. Terry

(Mrs.) Josephine R. Terry
County Librarian

JRT:wr

CALIFORNIA LIBRARY ASSOCIATION
717 K STREET • SACRAMENTO, CALIFORNIA • 95814 • telephone (916) 447-8541

RICHARD D. JOHNSON, president
Honnold Library
Claremont, California 91711
(714) 626-7911

October 31, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 "K" Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for inviting me to submit written testimony for consideration of the National Commission on Libraries and Information Science prior to its regional hearing on November 29.

Let me respond to this invitation primarily in my role as 1972 president of the California Library Association.

The California Library Association is the one organization in this state which brings together all individuals and institutions devoted to the development of programs of library service, regardless of the kind of library involved or the relationship of the individual to the library--whether as librarian, employee, trustee, or citizen supporter. It is through this association that we have developed various statements on library service in our state. The most recent statement is called "The California Library Network: A Master Plan." This statement has been approved by our association, and we are now at work to secure its implementation.

Through this master plan we are committed to a multi-type of library network. In it libraries of all kinds--public, school, academic, and special--will be linked together through a series of systems to form a single statewide network.

Since the date when the Public Library Services Act was passed in California, we have developed a number of public library systems which have made real contributions to the improvement of library service. State funding has, unfortunately, never been at a level at which the systems could realize their full potentials. Currently we seek the passage of state legislation (Senate Bill 1261) to provide adequate funding for the existing public library systems. With a strong base of adequately funded public library systems, the California Library Network will be nearer to realization.

Experience exists in California now on a regional basis for multi-type of library systems. Examples are Total Intelibrary Exchange (TIE), the California State Library Service to Industry (CSLSI), and the Information Center for Southern California Libraries (Info).

As with public library systems, funding so far has been inadequate for these inter-type of library programs.

Through the California Library Network, library resources will be strengthened and more effectively deployed for use of all state residents. I believe the National Commission on Libraries and Information Science should encourage such programs as the California Library Network, recommending funding too at the national level.

In my role as Director of Libraries for The Claremont Colleges, a group of private institutions, I support the California Library Network wholeheartedly and feel this gives libraries of all kinds the opportunity and wherewithal to work together to meet the information needs of our citizens.

Cordially yours,

Richard D. Johnson

Richard D. Johnson
President

cc: S. B. Moses

RDJ:jz

Moira Johnston
Board Member, Friends of the San Francisco Public Library
112 Walnut Street
San Francisco, Cal. 94118

CAN A'FRIEND OF THE LIBRARY' BE A POWERFUL FORCE IN CHANGING THE ROLE OR ACCEPTANCE OF THE LIBRARY IN THE COMMUNITY?

I shall answer the question. But first, I would like to address myself to library service generally, and my experience as a library patron.

Circumstances have brought me in contact with the San Francisco Public Library from almost every possible point of view. I enter the front door as book borrower, as professional writer doing research, as mother introducing my children to a love of books. I enter the back door as journalist doing an in-depth study of the library system for an article in California Living magazine. I march with the library as an active Friend, serving on the board of the San Francisco Friends, appealing for funds at City budget hearings, and helping to develop programs to expand and improve library services.

FIRST, AS A LIBRARY USER:

In my personal experience, San Francisco Public Library still falls far short of the goals set in 1968 by the National Advisory Commission on Libraries. The one area in which I feel we are adequately served is in the area of children's services, where a staff of superb professionals manages to keep up a high level and wide choice of books for children. They are not able, however, to move into the important areas of audio-visual materials. They own only a paltry few records, forexample. Though in my home we can augment books with records, travel, tape recorders, museum visits, etc., it is apparent that many children from minority communities may be reached best by exactly the audio-visual materials, or special subject matter, that San Francisco's library does not have. And with more staff, I feel that children's librarians might be able to spend more time with each child, particularly in helping and guiding children whose families may not be regular library users.

As an adult, however, I am deeply distressed by failures in the system. First, the obsolete Main Library, with its departments scattered illogically over two (actually three) floors, makes the finding of books frustrating and exhausting. For example, I may come in to find out if the library has ordered a new book I need for research. I am told that it may be ordered by history (upstairs), sociology (upstairs at extreme other end of building), or by science (downstairs). I must walk several blocks to check on a book, in three departments which should be physically adjacent. This indicates desperate need for a new building. I then make out a request for the book, and may wait for months, sometimes six, for it to arrive, if it arrives. Here I suffer for an inadequate book budget that often makes it impossible for the library even to order a needed book, or to replace a lost one; and for an inefficient ordering and processing system that can keep books sitting in the warehouse for weeks after it has arrived. Though users who have not been behind the scenes don't realize it, Technical Services, which handles ordering and processing of books, is probably more in need of radical improvement than any other department, for it functions in 1972 under stone-age conditions, desperately in need of computerized indexing, automated processing, and adequate space. With its present system of index control (or lack of it), it may take up to two years to discover that a book is lost. This is most frustrating for the user who has paid a dime to request a book which is indexed as being in the library's collection.

Next, the book collection is simply not large or extensive enough. If one of the avowed objectives in 1968 was to provide adequate library and informational services for formal education, public reading, and research, then San Francisco is shockingly short on materials. I often find the library lacking standard academic works, and if I need them quickly, must drive to Berkely or Stanford to see them, a severe inconvenience to me. I do not fault the library system for not having every esoteric book in every field, but it should have heavily-used, generally accepted academic materials available for the many students and researchers who use the library. Although inter-library loans are an enormous help, it still takes considerable time, and the library's book collection must be expanded.

There are two other areas where service falls short for the user: the limited and erratic OPEN hours in the branches; and the mood and morale of the library staff. Budget cuts have forced branches to reduce their open hours, making it frustrating for users who assume libraries are open all day and every evening. I have arrived, many times, with an armload of books to return, and found my branch closed until noon, or 1 p.m. Ideally, the Main Library would be open on Sundays, as well, giving more opportunity for people who cannot use the library during the week to do so.

One of the most unhappy results of an inadequately funded library system is that its staff, highly trained and aware of the job they should be doing, becomes frustrated and bitter, and this is transmitted to library patrons. Though the San Francisco library staff keeps a remarkably stiff upper lip, I have often encountered impatience and cynicism. Young librarians, particularly, despair at not being able to do the outreach and audio-visual jobs they know modern libraries must do to fill the informational needs at all levels. I fear the deterioration from within that will grow apace if bright, sensitive librarians are forced to function under shockingly outmoded conditions, and the constant nagging threat of reduced funds.

As a user, I am delighted with the growth of information services, particularly with BARC (Bay Area Reference Service), whose publication SYNERGY I find invaluable for bibliographical material in certain areas. But its services are little known to the general public, and SYNERGY is published only for librarians. BARC's services should be far better publicized. I feel that there should be a greatly expanded reciprocal loan arrangement,nationally and between our great university libraries in the Bay area. How much more convenient for me not to have to drive to Stanford. I would consider this very high priority. BARC functions on a hand-to-mouth basis, with reduced budget this year, and must be given stability if it is to prosper.

As a user, I am constantly humiliated and angered by the exellence of the libraries that surround us in the Bay Area - in San Jose, Marin County, Mill Valley, Santa Rosa - and wonder how long San Francisco will continue to attract talented librarians when such comparisons are so close at hand.

As you will note, all my criticisms have at their root the lack of money. In spite of this, I am still convinced that free public libraries must stay FREE. Our job then is to find funds - public and private - and to focus public support effectively to get it.

AS A FRIEND OF THE SAN FRANCISCO PUBLIC LIBRARY:

I am convinced that one of the best solutions to the severe problems in public library systems is the development of vigorous Friends. Too often, librarians will not act as their own advocates, are often too close to library problems to see them clearly or in perspective, and are often constitutionally unsuited to the dynamic political role that is necessary if public support for libraries is to be rallied.

Friends are for libraries, but not of them, and have a freedom of action libraries do not have. Essentially, our problems here are a lack of funds, and I believe that only through concerted public pressure will adequate budgets ever be passed on the City, State and national levels. I believe that strong,vocal community support for the library will be essential to the passage of the 1974 bond issue so desperately needed to build a new Main Library. The majority of library users are not aroused by inefficiency at the Main, but by closure, bad service, vandalism, etc. at their local branch. Realistically, politicians must, and do, listen to appeals from the City's communities.

The effectiveness of Keep Libraries Alive, the Ad Hoc group formed this spring in response to the threatened closing of three, possibly five, branches, proves the value of community involvement in Friends, as it grew out of Friends membership, and used the organizational skills developed in Friends. I think that one of the priorities for San Francisco Friends must be to consolidate the community support shown this spring by developing means of year-round non-crisis involvement on the community and branch level. A start is being made by the publication (in December) of the first issue of a tabloid newspaper which will be available free in all branches, and which will provide a continuing dialogue between the library and the community it serves. This project is funded by Friends. Though Friends cannot involve themselves directly in political lobbying, this is one of the ways in which grass roots support can be built, ready to call into action when the need arises.

Historically, San Francisco has not supported its library as enthusiastically as it supports its opera, its symphony, its museums. As a focus of civic-mindedness it lacks, perhaps, the glamor and status associations of the others. A library's constituency is the people - the aged, the counterculture, housewives, the lonely, children, who must be appealed to for support on a human and personal level. They must be made to like and value their library.

Given its almost impossible limitations, the San Francisco library has done a remarkable job in making people like their library - they have moved strongly into the area of adult services with lectures, concerts, poetry readings, presenting the subjects that people are concerned with today. Their bookmobile, mediamobile, Popular Library (paperbacks), service to jails and the aged, etc. are effective attempts to broaden service. They do not, however, **however**, have an audio-visual department, a serious lapse of service for a modern library. The San Francisco Friends have put considerable funds into the development of these new programs, and I endorse that. But I think that better ways must be found to recruit users as active supporters, and to alter the city's attitude toward its library. On the highest and lowest educational and economic level, the library must be valued and supported as the vital cultural resource it truly is. If anyone can help achieve this, Friends groups can.

Unfortunately, the librarians themselves often treat Friends as an uninvited nuisance. It has been harder at times to gain their support for our efforts on their behalf than to gain that of the public's. Somehow, librarians must be made to see Friends as supportive, able to act as catalyst between library, public and government in a way that libraries themselves cannot. I think the remarkable success of Keep Libraries Alive (which, though separated from Friends to protect our tax exemption, drew on Friends skill and expertise) in the budget battle this spring did much to prove to librarians that they do need Friends.

CITY OF LOS ANGELES
CALIFORNIA

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ASSISTANT CITY LIBRARIAN

SAM YORTY
MAYOR

October 17, 1972

National Commission on Libraries
and Information Science
1717 K Street, NW
Suite 601
Washington, District of Columbia 20036

Honorable Members of the Commission:

This communication responds to your invitation to submit written testimony for consideration prior to your November 29 hearing to be held in San Francisco.

The City of Los Angeles, like many of America's other large cities, is caught in a financial squeeze. At the same time that the cost of city services is increasing faster than the tax base, upper-income citizens are fleeing to the less-troubled suburbs. The city's budget this year reveals an $18,000,000 deficit. Already making projections for next year's budget, local financial experts predict a nearly equal or larger deficit, even with revenue sharing. The message here is that the Library will find it extremely difficult to capture dollars for book costs and salary increases, and repairs or new programs.

Setting aside this dismal prospect and regarding only the present situation, the Los Angeles Public Library is in a relative sense economically weak. A look at nearby libraries helps establish a context for this judgment. There are thirty public libraries in the County, including the Los Angeles Public Library. The other 29 public libraries have almost twice as much money per capita for library service as the Los Angeles Public.

Intentions and the tax-based service population aside, the central library of any central city in a metropolitan area serves as the major information resource and research center for the entire metropolitan area. And so it is with Los Angeles. Our Central Library acts as the information capital for the approximately 12,000,000 people who live in Southern California. More broadly, our service population reaches beyond the state boundary, as we hold the largest public collections west of Chicago.

Concerned with expending funds to afford library service to those who live outside our municipal boundaries, we recently made an intensive study of central library usage. The survey clearly demonstrated that 23 percent, nearly one-fourth of Central Library users, resided beyond the city limits. A subsequent analysis of the central library budget showed that we were spending close to a million dollars a year at the central library to provide service to nonresidents. If similar studies were conducted at our 85 other agencies, the annual cost of the service we provide to nonresidents would almost certainly be $3,000,000. And so, operating with far less money per citizen than surrounding libraries, the Los Angeles Public Library functions as a regional reference and resource center, receiving in compensation this year only part of a $185,000 LSCA grant.

Again, like the other large cities, Los Angeles has a high percentage of low-income and minority group persons. Delivering library service to persons in these categories is more expensive than normal library service. Because of our own convictions, and because of today's governmental priorities, we make every effort to reach out and communicate with the disadvantaged about the values of public libraries. But we simply do not have the moneys with which to underwrite really respectable and continuing programs.

If Federal moneys were made available to us, we would spend them to generally strengthen the library system. As do we not receive enough additional funds to offset the increase in book and periodical prices and to purchase the necessary copies of each title, some of the funds would be spent there. Some of the funds would be used to expand outreach programs. Some of the funds would be used to increase the Central Library's public service staff so that we could more adequately meet the crushing demand for information. (Citizens calling the Central Library commonly have to wait from five minutes to a half hour to talk to a librarian.) Some of the funds would be used to replace elderly furnishings and equipment.

This year we celebrate our Centennial. In one hundred years we have moved from scratch to the status of being the most heavily used public library in the free world. We are proud of this, but we are not proud of our facilities. Our average branch library is more than a quarter of a century old. Of our sixty-one branches, several dozen are forty to sixty years old, too small, unsafe, unattractive, and without parking and air conditioning. The Central Library, built in 1927, shares these same problems. Our capital improvement needs have mounted to $100,000,000 during the last decade when no new libraries have been built in the City. Earlier in the Century one man, Andrew Carnegie, provided the funds to build libraries throughout the land. Today, when accelerated educational activity swamps most of our libraries with intent citizens, all levels of government combined show only token interest in this matter.

We are and have been for years conducting innovative programs, some of which have received national attention and approval. To tell you about this would require a fulsome report, so let me simply say that at one end of the spectrum we are installing the world's largest on-line automated technical services system, covering everything from ordering to circulation, while at the other end our public programs have almost exhausted every known devide for bringing people together in public buildings. And in the middle are a series of field tests, experiments and trial balloons. But all these things are done skimpily and on a limited basis, as there is not the money to do a really sound job.

Our experiences in innovation have taught us a resounding lesson, and that is that it takes vast sums of money to develop, maintain and evaluate innovational programs, and then more money than that to apply and offer the successful ones to the public.

But the almost obsessive search for innovation, while important, is not at the soul of the matter. More forceful programs, improved management techniques and automation do permit us to make gains here and there. And the care and feeding of experimentation is required for the vitality and durability of educational institutions. But the critical thing, expressed daily to us in neon caps, is that we simply do not have the staffs, materials and facilities to perform at a level commensurate with the public's expectations.

The thrust of all this verbiage is that we are trying to meet demanding obligations and responsibilities with meager funding. The large city libraries are weakened and in some cases failing. If the stated national priorities are indeed a reflection of the Federal government's conscience and conviction, then large sums of money must be granted to the large city libraries to help them support their burden as regional resource centers and as systems impecuniously striving to meet the special needs of underprivileged multitudes.

Let's hope that these problems will find some resonance in the highest offices of the Federal government. The stakes are high, and the responsibility is ours. God help this country's rich tradition of intellectual achievement and vigor if we cannot get help.

Respectfully submitted,

Wyman Jones

Wyman Jones
City Librarian

WJ:mlf

COUNTY OF SAN MATEO

SAN MATEO COUNTY FREE LIBRARY

25 TOWER ROAD. BELMONT. CALIFORNIA 94002

~~341-1361~~ 573-2064

VIRGINIA L. ROSS

COUNTY LIBRARIAN

October 16, 1972

National Commission on Libraries & Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Six years of my library career has been in young adult work, four of them as a young adult librarian in the branches of a large urban public library, two as a staff consultant in a medium-sized county library. The last two years of my work has been in special projects work, including federal projects (application, supervision, execution), special materials (records, paperbacks, audio-visual equipment) programming for both the public and for staff, work with Cable TV, and various outreach programs. I have particular interests in library materials, training of library staff, uses of personnel, developing new means of presenting the library to the public. The following testimony covers some of my areas of concern, some of the directions in which I think we are moving or ought to move, and some of the needs which must be met to achieve these. I was asked particularly to comment on the future of county library service as an autonomous entity and my last remarks will be directed to that question.

1.) Need to broaden our range of materials in two directions. A great portion of what we once called "general public" is increasingly sophisticated and knowledgable, and is now demanding of us increasingly specialized and technical materials. Some of the areas where we have such demand are business, medicine, law, environment, consumer education, community relations, although in actuality no field of knowledge should be omitted. Thus our need to buy and/or have access to materials once considered only for college, university, and special libraries is increasingly important.

On the other hand, we are reaching out to new publics whom we hope to attract to the library: poor and disadvantaged, ethnic groups, handicapped, shut-ins, illiterate. We see need to appeal to special interest groups: the young, women, homosexuals. Again, we are broadening our range of materials, and in doing so we have had to revise our standards of materials selection, seek new sources from which to obtain materials, broaden our concept of the format materials can assume.

These two factors seem to call for the following needs to be answered:

a) more money for materials.

b) more access to special materials through library networks. Such networks must not be limited to systems of public libraries, but must include the public, college and university, school, special libraries in any given area.

c) college and university libraries must overcome their snobbism concerning the "general public" and the public library.

d) while the need for the generalist librarian remains, the public library needs subject specialists who can competently select materials in the physical and social sciences, law, medicine, business, ethnic materials, environment, etc. We also need public librarians who speak languages.

2.) Need to work with information agencies other than libraries. Countless information-providing agencies exist in every community: Chambers of Commerce, community centers, switchboards, all government departments, banks, businesses and industries, social agencies such as environmental groups, family planning, health, etc. Librarians need to be aware of what information and services these agencies can provide, both to themselves and directly to the public. In turn, such agencies need to know how they can profit from the materials available from libraries. Additionally, librarians ought to make their special abilities available to such agencies by helping them acquire, organize, and make accessible their particular information specialty. Such agencies are not competitors but rather important information adjuncts, and ought to be drawn into the sphere of library recognition.

3.) More mobility of the library's physical self. Many of the federal projects of the last few years have included mobile vans to carry materials and programs to groups. This has largely been to disadvantaged and ethnic groups, but I think the idea is valid for all communities. Instead of purchasing huge, cumbersome bookmobiles, instead of countless tiny store-fronts and substations, we need to consider the use of numerous small vans which carry materials and programs. Such vans could serve much of the general public's recreational materials with regular stops at shopping centers, parks, community centers; even neighborhood blocks; could serve the home-bound, aged, handicapped; could take materials to businessmen; could stop at factories and industries, and other places where large groups of people work; seek out those in rural and remote areas, those who know nothing of the library's possibilities; could publicize the library at community events.

4.) Library application of existing communication systems:
  a) use of Cable TV both for transfer of information and programming between libraries and between home and the library.
  b) videotape: endless possibilities for programming, carrying information, training.
  c) teletype, tws, telefacsimile to connect libraries and library networks on the widest possible basis.
  d) again, specialists are needed to use the equipment and explore the possible applications.

5.) Legal concerns:
  a) determine copyright laws.
  b) strike down censorship laws.

6.) Need to learn about and apply new management techniques, Need to explore and apply new attitudes towards work.
  a) explore matrix management vs. rigid line patterns.
  b) explore part-time and split-job concepts.
  c) hire people with special skills for specified period of time to do a specific job. This principle is already at work in federal projects, but needs to be incorporated into regular personnel practices.
  d) Although I've urged the need for specialists, we need to consider breaking down current specialties such as reference, children's, catalogers, in order to let staff members work on special assignments or in areas of special interest: programming, cable TV, community services.

7.) More and better training for library science students and working librarians:

- a) the present move toward more trainee programs and field work opportunities while in school is excellent.
- b) need for continuing education courses: in business, management, personnel; community relations and development; opportunities for librarians with special subject backgrounds and interests to keep up with new developments; telecommunications.
- c) must be opportunities and money for librarians to take time off from work to continue their education.

8.) County library concept: It is probably impossible to answer the question, "Is the county library system too big or too small to be an autonomous library entity?", but some of the following should be considered.

- a) the population seems to be leveling off and we needn't assume that counties will continue to grow in great spurts.
- b) people are taking a stand against growth and development, and again we can't assume huge growth patterns.
- c) local governments are poor. If city governments aren't presently supporting a library, the chances seem very slim that they can or will take over the support from county libraries.
- d) county libraries, by their nature, would seem to offer excellent opportunities to experiment with new ideas and new programs of service. Because they often serve remote, unpopulated areas as well as populated ones, because they serve a number of communities which may be highly diversified, there is much opportunity to explore various types of outreach programs, to develop truly unique community libraries, to develop areas of materials specialties.

Respectfully submitted,

Marcia Keller

Marcia Keller
Special Projects Librarian
San Mateo County Library
25 Tower Road
Belmont, California, 94002

IDAHO STATE LIBRARY

HELEN M. MILLER, State Librarian

325 W. STATE STREET
Area Code 208

BOISE, IDAHO 83702
384-2150

October 16, 1972

National Commission on Libraries and Information Science
1717 K Street, N. W.
Suite 601
Washington, D. C. 20036

Dear Sirs:

The main body of books at the Idaho State Penitentiary Library is a revolving collection of Idaho State Library books. The inmate librarian may, at his discretion, remove certain unused sections of the collection and have them replaced by other books from the Idaho State Library. Supplementing this collection of hard cover books are hundreds of paperback books which are purchased from the local news agency. Other paperbacks, including special requests, are ordered from a downtown book shop. We subscribe to the Sunday editions of several big-city newspapers as well as the local newspaper (daily). Many popular magazines are also on subscription.

Two people from the Idaho State Library make once-a-week trips to each of the two outlying prison farms. They take with them book trucks loaded with paperbacks and magazines. After the books are circulated at the farms, they are taken into the Main Site Library.

There is also a modest law library at Idaho State Penitentiary which is maintained in separate quarters by an inmate librarian.

One full-time professional librarian and two part-time workers are assigned to library service at the prison. Three inmate librarians run the library and keep it open seven days a week for approximately twelve hours per day. One inmate operates the library's "sound booth" and takes care of the library's record collection.

Sincerely,

Willford King

Willford King, Idaho State Penitentiary Librarian

WK:mcm

THE CALIFORNIA STATE UNIVERSITY AND COLLEGES
5670 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90036 • (213) 938-2981

OFFICE OF THE CHANCELLOR

October 4, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
1717 K Street, N.W. (Suite 601)
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for this opportunity to address the Commission germane to the future of automation of information services to citizens. It is most likely that automation and libraries will move, hand-in-hand, to meet the information demands of the future. However, to meet these demands, in an effective, coordinated manner requires that certain steps be taken on a national level, through the auspices of the Commission. Specifically, the Commission should be actively pursuing standards and the establishment of message switching centers, as outlined below.

Standards. We now have MARC. Thus, the full bibliographic description has been accommodated. And, because of the flexibility of MARC, an implied inventory can be captured and maintained in concert with its description. The requisite standards, then, do not relate necessarily to bibliographic descriptions and implied inventory. More importantly, the required standards relate to the means by which inventory data can be put to work to satisfy the library's user. With user satisfaction an end product regardless of the communications vehicle (including CATV), the standards here are for message formats, the identification of libraries and the identification of users.

To this end, it must be assumed that ultimately libraries of a certain collection size would have, as a minimum, a machine-readable inventory (e.g., shelf list). Further, each library would maintain mechanical files for the status/availability of materials in its inventory (e.g., circulation file). Meeting these preconditions would allow the library to participate in a nationwide network which would permit the user and/or librarian to literally request library materials directly from the library which has them available at the time they are needed.

The message formats which are necessary and should be national standard for such a network might resemble the structure shown in Figure 1. The network and its related files are shown in Figure 2. (Figures attached).

On the local level user/system interface could be developed in a variety of ways to take advantage of technology. End instruments (or terminals) ranging from telephones to CATV to vis-a-vis visits to the local library could apply. Similarly, the local files could be interrogated in terms familiar to librarian and user alike. The standard message formats would be brought into play once local inventory could not fulfill the user's requirement and priority. Further, since it is quite possible that such a message switching network could develop locally the need for standards is now . . . in lieu of attempting to interface between networks in and working such as between airlines for space allocation, where the mutual incompatibility precludes an easy solution.

Further, standards must focus on library identification. Currently, no such single code structure is standard, yet to permit message switching, it will be required. Integral to this code structure might be an indication of collection area competence and size to optimize the number of "first hits." In this manner, message flow would move to a higher level in an efficient, structured manner in contrast to having to cycle through all local files before movement to a higher echelon.

For user identification, potentially the social security number in concert with some type of status code is suggested. Again, however, it is for the Commission to clarify the issue and make its recommendations.

Finally, standards for raster composition (both CATV and facsimile), transmission rates and transmission modes (FM, AM, SSB, Bandwidths, etc.) will be required. These are rightfully the domain of the Commission.

Switching Centers. The surest way to enforce standards and guide the development of successful networks is the provision of the mechanism sustaining the network itself. The National Commission could readily achieve this by the establishment of pilot message switching centers on a regional basis. Clearly to begin on a national level would be ideal, but it would not offer local benefit and so incentive. In addition, through the judicious selection of regions to take advantage of locally implemented systems, both a successful demonstration and meaningful results could be achieved. Potentially, such switching centers would maintain a composite inventory for the local libraries represented with related participant codes and collection area competence flags. Through structured messages (the standard message formats) inquiries could be fielded mechanically with minimum delay and maximum effect. Implementation might, as a matter of fact, begin with telephone contact to develop quantitative data relating to volume, optimum library area competence flags, etc. Once volumes and related quantitative requirements were established, further mechanization could be undertaken. One product would be machine-to-machine communications, structured within the network to national standards, yet allowing the local library freedom to interface with its user in terms familiar to both and consistent with local economic constraints. Still another product would be the implementation of national standards in a significant way as opposed to presenting them on paper and hoping they will be recognized.

Initially, then, these pilot message switching centers would consist of these inventories (machine-readable) for the local participating libraries, communications gear to/from the participants processing equipment capable of maintaining the collective inventory software to permit the inventory to be searched and staff capable of successfully co-ordinating and operating the center. Such centers would not process books, nor maintain bibliographic data. They would be in a position to generate "use" statistics by participant and would form modes in a network which ultimately could be nationwide to the benefit of library and user alike.

Again, thank you for the opportunity to present these thoughts. I would be pleased to present this material, or respond in detail about it in person, if it so pleases the Commission. In any event, I would like this material to be entered into the Commission's official hearing record.

Sincerely,

John C. Kountz
Co-ordinator, Library Automation

JCK:ph

Attachments

cc: Mr. Morris Polan
Mr. Ransom Wood
Dr. Gerhard Friedrich
Dr. John Foote
Mr. James Farmer
Mr. John Harrison
Mr. Henry Chauncey
Mr. H. E. Brakebill
Dr. W. B. Langsdorf

FIGURE 1.
POSSIBLE MESSAGE TYPES FOR
A NATIONAL NETWORK OF LIBRARY
MATERIAL RETRIEVAL

User or Librarian Originated Message	Network Response	Processing Level[2]			Output To User
		Local Current Condition	Regional Current Condition	National Current Condition	
Is ___[1] available now	Yes	Inventory-Yes Available-No			Item Held
	Yes	Inventory-No	Inventory-Yes Available-Yes		Item Sent
	Yes	Inventory-No	Inventory-Yes Available-No	Inventory-Yes Available-Yes	Item Sent
	No	Inventory-No	Inventory-No	Inventory-No	No Item
Is ___[1] available	Yes	Inventory-Yes Available-No			Item Held
	Yes	Inventory-Yes Available-Yes			Item Recalled and Held
	Yes	Inventory-No	Inventory-Yes Available-No		Item Recalled and Held
	Yes	Inventory-No	Inventory-No	Inventory-Yes Available-No	Item Recalled and held

NOTES: 1. The terms used may be author and title for mechanical search or, where an index to the local system is available (catalog) the LC card order number, call number, ISBN, local key, etc.

2. Standard message formats developed by the Commission would apply in network processing between local, regional and national switching centers.

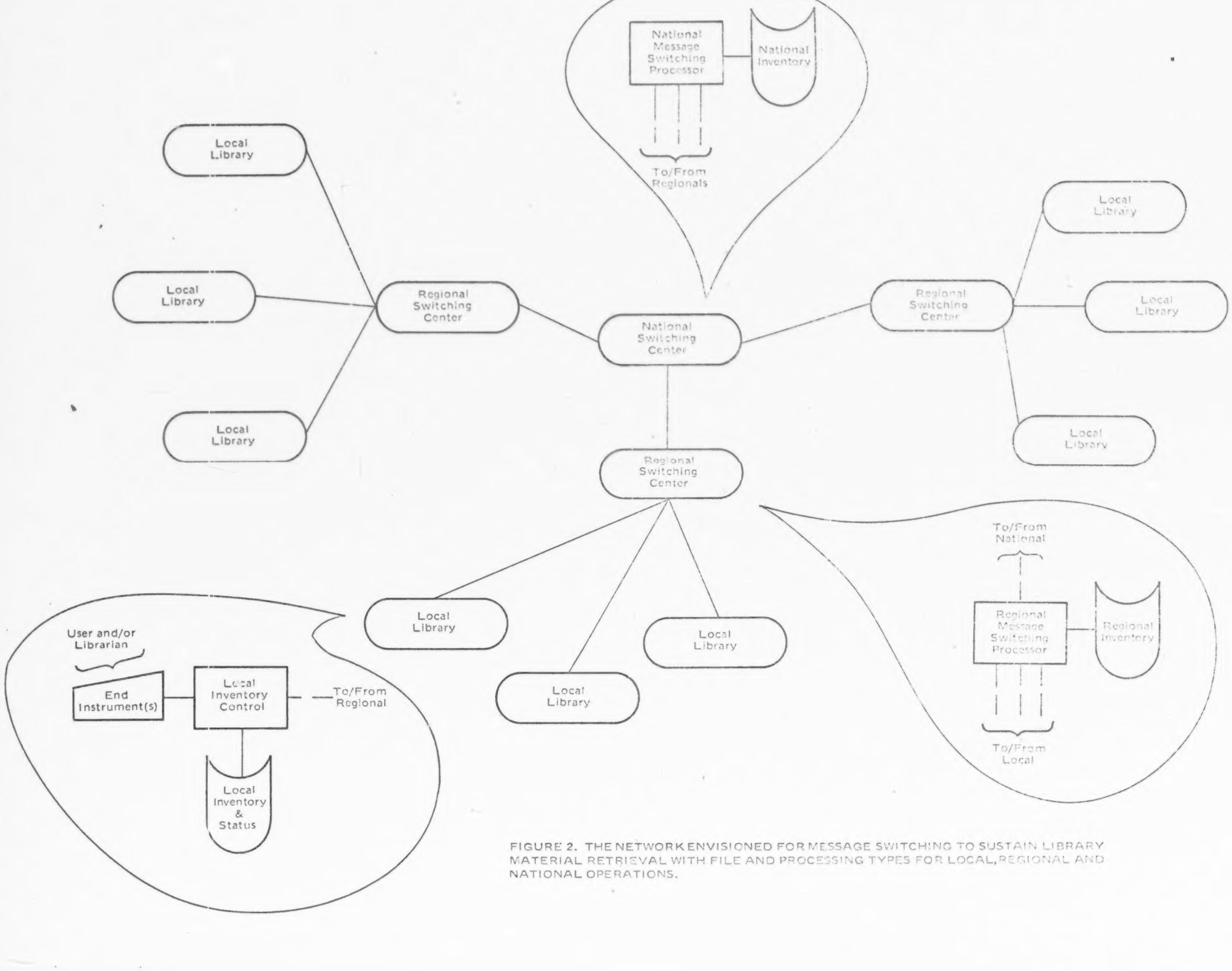
National Message Switching Processor
National Inventory
To/From Regionals
Local Library
Local Library
Local Library
Regional Switching Center
National Switching Center
Regional Switching Center
Local Library
Local Library
Local Library
Regional Switching Center
To/From National
Regional Message Switching Processor
Regional Inventory
To/From Local
Local Library
Local Library
Local Library
User and/or Librarian
End Instrument(s)
Local Inventory Control
To/From Regional
Local Inventory & Status

FIGURE 2. THE NETWORK ENVISIONED FOR MESSAGE SWITCHING TO SUSTAIN LIBRARY MATERIAL RETRIEVAL WITH FILE AND PROCESSING TYPES FOR LOCAL, REGIONAL AND NATIONAL OPERATIONS.

Friends of California Libraries

POST OFFICE BOX 455 SIERRA MADRE CALIFORNIA 91024

14663 La Cuarta St.
Whittier, Calif.90605
Oct. 10, 1972

Mr. Frederick H. Burkhardt, Chairman,
National Commission on Libraries and Information Science
Suite 601, 1717 K Street,N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt,

I am writing in answer to your letter of September 24 regarding the functions of "Friends" in the library systems of 1975-1985. I am honored to be included among those asked to comment and am pleased that there is the continuing concern for libraries at the federal level.

Since "Friends" groups, or similar organizations dedicated to encouraging the establishment and support of libraries, have functioned in America since the 18th century, there is no reason for their fading out in the years immediately ahead -- 1975-1985. If there is demonstrated need for such groups, there is no chance of their losing interest.

The "Friends" groups represent the library "users" -- the lay people as contrasted to the professional librarians and the policy makers, which latter category would include library trustees, directors, or other municipally appointed or elected officials whose responsibility it is to ensure that library laws are followed and proper policies are established.

Libraries are meant to be used but many potential "users" do not understand the innumerable facets of library service, especially if they have never formed the "library habit". Friends groups can be of great service in encouraging the citizens of a given community to become acquainted with the library. This encouragement may take many forms; to name a few:
(1) Free programs held at the library, perhaps on a Sunday when the building might not otherwise be in use, featuring a popular speaker whose interests lie in the area of learning materials.
(2) Used book sales on or near library premises. If citizens have been asked for book donations, they feel a vested interest in the project and are very likely to attend, which,in turn, tends to open library doors to them.
(3) Social events -- whether or not they are money-raising projects-- which remind the community that the library needs their interest and support.
The list is limited only by the imagination of the Friends.

All this is predicated upon interest, of course, and interest can be maintained only if all the three categories of library-oriented groups work together. They should all be aware of the limits within which they can operate -- the familiar "checks and balancea". There can be a tendency for professionals and policy makers to discourage Friends through fear of the Friends' overstepping bounds, but a wise professional should be able to understand such a situation and establish guidelines. If this is accomplished, the Friends have vast areas in which to devote their energies to interpreting the library to the community; they can become a powerful public relations arm of the library.

Consolidation and amalgamation of libraries should not cause Friends to lose interest. It has not occurred in the California Libraries where, in a county system, there are Friends groups associated with one library in the system and there may be as many as there are individual libraries. However, there should be a demonstrated need for "Friends" and the librarian and policy makers must be able to present suitable requests or projects which will encourage cooperation with and from "Friends". It is really a joint responsibility.

The foregoing would, I believe, answer you question,"How can more 'friends' be found to help libraries understand needs of users right now?" When a volunteer group has the chance to help -- and has enthusiastic leadership -- the membership increases quickly.

Sincerely,

Mildred A. Krummell

Mildred A. Krummell (Mrs. Harry D.)
President, Friends of California Libraries

Prepared for:

Hearing, San Francisco, November 29, 1972
National Commission on Libraries and Information Science
1717 K Street, N. W., Suite 601
Washington, D. C.20036

Prepared by:

Irving Lieberman, Director
School of Librarianship
University of Washington
Seattle, WA 98195

LIBRARY EDUCATION FOR THE SEVENTIES

A number of things are happening in librarianship today that are changing the library school curriculum. If they are not changing the library school curriculum, then I am afraid there is something wrong with the library school. If we are instructing the same as we have instructed for years gone by and if we are not looking ahead to the changes which have taken place or which you must anticipate in the future of librarianship, we are in great error. My best reference for this discussion and the one which I commend to you is a document put out by the U.S. Office of Education (OE-15057) titled: Problems of Library School Administration--Report of an Institute Held at Washington, D. C., April 14 and 15, 1965. The changes I am discussing are best described in two papers in that document; one done by the former Associate Director of the School of Librarianship at the University of Washington, Dorothy Bevis, and the other is by Raynard C. Swank, the former Dean of the School of Librarianship at the University of California.

As Mr. Swank points out, library education is due for the most basic reorganization since the Williamson report of the 1920's when library education first began to make giant strides. Changes are evident in librarianship itself and the profession must grow up to new responsibilities. Mr. Swank identified these changes as follows:

> First is the expansion of librarianship with respect not so much to its size as to the range of functions within it and of interests without. By functions within, I mean new or alternative or more intensive kinds of services--selective dissemination of information to readers, the delivery of photocopies to offices and laboratories, literature searching and other activities of which many are embraced by the rubric "documentation." By interests without, I mean other fields of information service such as information centers (as Weinberg defined them for the White House), data banks (in social and political fields), management information systems (in business), and command and control systems (in the military). The growing use of computers in data processing for government, business, and industry has already demonstrated the urgent need and the applicability of library skills in significant fields far from the four walls of the library.
>
> Second, in this process of expansion, librarianship is again reaching out to other disciplines for new knowledge and methodologies. Like medicine and law, it is an applied discipline in that it draws upon and adapts the contributions of other fields toward the achievement of its professional goals. In the 1930's we found new strength in the social sciences--sociology, education, communications, and statistics. Today, in the quest of advanced technologies we are searching out mathematics, electronics, business and industrial management, linguistics, philosophy and psychology. Some degree of competence in all these disciplines will be useful to librarianship in the future.
>
> Third is the emergence of additional, exacting specializations in librarianship, especially in the area of information science, including operations research, systems analysis and mechanization. We now have information specialists and information scientists in addition to science librarians and just plain librarians. The exact nature and manpower needs of these specializations are still poorly defined, but it is clear that they do involve additional functions and interests and that they do require the methodologies of other subject fields. As rapidly as these new specializations can be formalized, they will have to be incorporated into our schemes of library education.

> Fourth is the development of librarianship itself as a more vigorous discipline. The growing complexity of the profession requires the discovery and application of more precise methodologies for the study of library affairs. In other words, a still more exact science of librarianship is imperative and the key to this science, as to all other sciences, is tools of measurement--the measurement of readers' needs, the efficiency of operations, the effectiveness of cataloging systems, and the values of library service. We are still unsophisticated in several fields of research that are becoming important to us, and for this reason above all others, we are compelled to learn from other disciplines.

For the purposes of this discussion I would like to relate the changes in librarianship described by Mr. Swank to the current trends in library education. Perhaps the most significant changes are taking place in the graduate library program. However, along with the changes in curriculum and objectives of graduate library education there remains a strong library associate and/or teacher librarian program as well as developing library technician program. And finally, I would like to put some emphasis on the importance of continuing education for librarianship.

Perhaps the best way to begin the discussion is to report on the most recent survey (North American Library Education Directory and Statistics 1969-1971) of library education programs in the United States and Canada published by ALA this year. The following tabulation is from the above-mentioned publication:

U.S. & Canadian Library Education Programs, 1971

Graduate Accredited	55 *
Graduate Nonaccredited	78
Undergraduate General	201
Library Technical Assistant	92
Programs Planned	21
Total	447

* 2 additional library school programs accredited in 1972

It is among these programs of graduate library education that the content needs re-examination because of the changes in librarianship. One suggestion is that there is a need to extend the program of library education. It must be obvious that it is impossible to keep adding courses in the one academic year and the summer session which encompasses the present Master's program, if we are to provide the kind of education Raynard Swank has described. About one-third to one-half of the ALA accredited library school programs now include prerequisites. At the University of Washington we require 5 quarters of work rather than the 4 required earlier. It is the only way that the newer areas which concern all of us can be included as electives. Furthermore, a longer period of time is required, and we must extend the 5th year into a 6th year program. Fortunately J. Periam Danton has provided us with the study of 6th year specialist programs in accredited library schools. This was published by ALA in 1970 under the title Between M.L.S. and PH.D.

It is not enough to think in terms of new courses in the curriculum. Of necessity it also carries the responsibility for integrating and blending new content into a basically revised version of the old curriculum. By infusing new blood into the faculty of our library schools and by carefully organized in-service education of that faculty as a whole, it will be possible to see the instruction and content change in accordance with the needs and future requirements of the field. Perhaps the most important consideration is whether or not the library school will wait until the field makes the demands upon the library school or the library school will lead the profession into accepting the changes which the changing society has made necessary.

Even as many of the library schools are considering the inclusion of new content as elective or required courses in the curriculum which now exists, other departments on our campus as well as other institutions which do not have graduate library education programs are inaugurating new programs for the archivists, learning resources specialists, science information specialists and documentation or information science specialists. The changes in the organization and use of information have caused the development of such programs of education and there will be more of them if the library educator sits passively at the sidelines observing the phenomenon.

Help is now available with the new Standards for Accreditation, 1972 approved by the American Library Association Council June 27, 1972. This document and the re-accreditation process between January 1973 and June 1976 will help reinforce the best in library education for Canada and the U.S.

Special mention must be made of the Title II-B grants under the Higher Education Act of 1965 as well as Part E of the Education Professions Development Act. These grants for institutes and fellowships have been a tremendous source for good in the preparation of both pre-service and in-service librarians.

Attached to this document as Appendix A is an evaluation of the program at the University of Washington - 1969-1972. I cannot urge too strongly that funding for these programs continue at least at the same level as previously or better at the higher level of the authorization particularly as passed by the Congress and signed by the President under the omnibus Higher Education Amendments (Public Law 92-318).

Let us turn next to the undergraduate and so-called library associate and/or teacher-librarian program. I think this has been the real stepchild. Generally speaking, administrators and deans at colleges where there are teacher education programs feel that it is quite simple to develop an undergraduate library program. All they do is to turn to the head librarian and say, "Beginning next quarter, can you teach a course in Reference or Library in the School or Book Selection, etc." Such administrators never think of doing this in any other instructional area on campus. Some librarians have even initiated the action themselves. Let's stop combining the library service program with the library instructional program and let's begin to develop the library science program with a full-time faculty.

With staff secured, half the battle is won. There are standards for undergraduate library education programs published by the ALA in 1959 and the adaptation of these standards made by the NCATE. This course work will also have important implications for pre-service education for teachers. The salutary effect on improved utilization of instructional materials by the new teacher is self-evident. We need to implement this program more effectively.

Let us turn now to the library technician program. It is a new development and yet most librarians are unaware of its growth. The community college librarian does know about it because his president and his dean or director of vocational education are raising questions. Much has been written on this subject. Probably the best coverage is in the annotated bibliography issued in August 1969 as an Occasional Paper No. 14 titled, *The Library Technician and the American Junior College* by the Center for Development of Community College Education, University of Washington and prepared by Harris C. McClaskey. Not only is this bibliography itself significant, but the introduction to the Bibliography gives the most important information about the technical assistant program. A copy of the bibliography is attached as Appendix B.

There are some dangers in the program for the library technical assistant. First of all, the whole matter of how does one develop this kind of program. Before any action is taken, there needs to be a strong advisory committee made up of the public librarians, school librarians, academic librarians and special librarians located near the community college. These librarians can be helpful in developing the curriculum, but more important, these librarians can make available a practical working situation. It must be evident that it is not possible to develop a library technical assistant program as a series of lectures only. The student must have practice work, and the librarians near the Community College are the ones who can provide the supervision and the space for this practice work. If the librarians in the area are brought in on the planning, they will understand the need for the practical experience and they will be willing to take the time and make the effort required in supervising the practical experience of the students in the library technical assistant program. Another important reason for the advisory committee is the matter of placement. After the library technical assistant has received his certificate he will be seeking positions--in most cases right in the area of the community college, and if the local librarians have not been involved in the program, they will not be prepared to accept these students as new staff members. They also will have not prepared budget-wise to pay the necessary salaries for students who are graduates of this type of program.

My concluding observations are concerned with continuing education for librarianship. Probably the subject which receives the greatest lip service and the smallest measure of action.

Conferences and reading of professional literature are beneficial in developing new concepts and establishing standards--but this will not be enough. Classroom instruction which leads to further study and research is the only real basis for considered action. "Time Out" from the normal day-to-day operation of a library will provide the necessary consecutive schedule which is required to examine new developments and new relationships if we are to offer our citizens the best library service. In fact it is the only way to achieve total involvement of all types of libraries as part of the educational establishment.

For too long a time the degree in librarianship has been considered a termination point. The Library Profession will fail miserably if it does not pick itself up by its own bootstraps in order to implement the new knowledge concerning the organization and use of information. The library schools will have to assume a leadership role just as other instructional departments (Engineering, Health Sciences, and Business

Administration) are already doing. Financial aid will be required as well as support for the program to be developed by the faculty--new resources, faculty and facilities as well as fellowships, and loans for the students. The latter are particularly significant if we are to "pry loose" the librarians who have had regular incomes for many years. Furthermore sabbatical arrangements will be necessary in the public and school libraries even as it has been true in higher education. Above all else, let us not look upon this continuing education responsibility as a "service" to the profession. It must be recognized as a regular part of library education and receive the same consideration as the regular curriculum and be appropriately budgeted.

All of the foregoing have been set forth in a Statement of Policy adopted by the Council of the American Library Association June 30, 1970: Library Education and Manpower. This information is included as Appendix C, with the hope that you will use this approved policy in all of your deliberations concerned with Library Manpower.

Finally I would urge the triumvirate of state library agency, the library association, and the library school as the partnership which will result in the most significant library development.

As far as I know, all staff members of state libraries and all faculty members of library schools are members of state library associations--or should be. A good many library association members and state library staff members teach from time to time in library schools. Or you can reverse it and say that a number of people who teach in library schools also work at state libraries or in library association projects.

Nevertheless, in spite of the overlapping memberships of these three organizations, they do have different roles in the development of library service throughout a state--and by extension throughout a region or the country.

These three organizations may be compared roughly to the three major branches of our federal government. The library association is the legislative branch. It makes no laws, true, but it conceives the patterns, the standards and the modus operandi for the development of library service. The state library agency is the administrative branch, carrying out the plans and projects, enforcing some standards, urging the acceptance of others. And this leaves the library school as the Supreme Court. Would that it were! The faculty's judgments are not truly enforceable, but they have a power of their own. Ideas are tested in good library schools, and reported practices are measured against ideas that stand the test, and against established standards.

The library school faculty that does not understand its place in this triple partnership for library development can be a heavy drag against progress. Most faculty members take their parts in the associations as individuals, but I have heard some of them say that they dislike to offer a fact or a well-documented opinion for fear their colleagues will resent such a contribution as from the ivory tower. Such an attitude seems to me based on an erroneous idea of the library school's role--and let me add, a lack of elementary pride in one's own work and ability. The library school is the normal focus for criticism--the profession has to have a whipping boy--but this should not stop faculty from playing their judicial roles in library development. When the schools are willing to bring their critical insights to bear on developing plans, to undertake research, that will contribute to effective development and to tie their educational programs to the on-going needs of the users they serve, they will greatly strengthen the triumvirate. And when they do understand their own roles, they will be better able to teach their students the process of library development.

It is a happy partnership, this one of state library agency, library association, and library school--happy in the value of its goal, the means to accomplish it, and the fellowship it engenders. May the partnership be understood and strengthened until the three partners can move ahead, building as they go, until they have achieved adequate library service for everyone.

STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY
RONALD REAGAN, Governor

DEPARTMENT OF MENTAL HYGIENE
ATASCADERO STATE HOSPITAL
DRAWER A
ATASCADERO 93422

October 13, 1972

Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I am vitally concerned with providing excellent library service to institutionalized people. They have a particular need for library service capable of providing fast efficient delivery of materials and information to fit a wide variety of individual tastes and special needs and to provide a bridge to the outside world.

Two primary problems exist on which the rest of library services hinge: adequate book budgets and adequate staffing. We'll ignore adequate book budgets for institution libraries as it is realistically improbable that any institution will ever have adequate budget support to supply all the needed materials within the institution library.

The concept of total library service incorporating cooperation among all types of libraries seems to me to be the only answer. I happen to be fortunate in being in an area where just such a demonstration project has been in operation for the past two years and it is working beautifully. It is called TIE (Total Interlibrary Exchange) and is based on an efficiently functioning seven member public library system, the Black Gold Cooperative System and is an informal organization of 80 libraries of all types in a four county area agreeing to improve services by sharing and exchanging our total capabilities in resources and services. There is fast communication, TWX and telephone credit cards; delivery service, twice weekly area wide, daily within our county; a book catalog for the Black Gold System for all members; a directory giving basic information on each library and listing specialties; and an information center which serves as the hub of the program. Coupled with this, we receive service by contract with our county library for a monthly rotating collection of current non-fiction books. These areas of community-institution cooperation and interdependence enrich the book and information service for patients and staff far beyond what is asked of us in return.

The TIE program has now reached the point where MONEY is the big question mark. The value of this kind of cooperation will eventually prove itself so that more funding on a local level will be feasible in the future, but at this point it is so much in its infancy that the small, special, or minimal user libraries, particularly institution libraries, may be lost or fade away because of a lack of funds if membership fees have to be charged initially or within the first few years after beginning such a program. It seems to me that state and federal funds or a combination thereof may have to continue for several years if these informational networks are to survive. There is a very real commitment to the cooperative concept of systems and networks among TIE members, but many still have much groundwork to do in getting financial support from parent governing bodies.

Not only do institution libraries have problems with inadequate book budget support - for both patients and professional libraries, but the problems for staffing are acute. No institution library comes anywhere near standards for staffing. There is no provision at all for clerical assistance in California Department of Mental Hygiene libraries. A professional librarian for each library, patients and professional, or one for both, as in my case, could be adequate given clerical assistance. I have two clerks who are Psychiatric Technicians on loan from Nursing Service personnel and this works well in that they have training in supervising and dealing with mentally ill patients and have on the job training in library procedures. However, the assignment should be made on a permanent basis. They conceivably could be pulled out at any time as they are working out of Civil Service clssification. Along with them, I have one other clerk hired under a grant who will be gone when the grant terminates because there is no provision for a clerical position specified for the library, or even a civil service clasification of library assistant or library technician in State Civil Service. Much of our expanded service would have to cease if I lose all the help I have scrounged for and we would return to a very minimal library program.

I do not know the extent of cooperation between libraries in other state departments but it is ongoing and excellent within the Department of Mental Hygiene. I'm sure intra-departmental cooperation and coordination could improve services and save duplication of time and materials if explored and utilized. Because of the changing concepts of treating more and more mental patients on the community level in California, there should be more thought and effort put into contact and cooperation among state, community and federal institutions on the state and regional levels. A number of institutions are involved in TIE but there is little being done on coordination of our specialized needs and materials to cut across departmental lines. This seems to me to have definite possibilities.

Institution libraries should serve as an integral part of the theraputic and rehabilitative program of their parent institutions and can do so with more adequate book budgets, staffing and active cooperation with other libraries.

I hope these comments may be helpful. I'm sorry I'm rather late getting them to you.

Sincerely,

Marie V. Logan

Marie V. Logan
Librarian

P. O. Box 356
Valier, Montana 59486
October 3, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W.
Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

There is no question about the future of the library from a standpoint of a rural community such as Valier, Montana. A few years ago this community built a new library using Federal funds and matching contributions to the amount of $ 50, 000.00. It is a little jewel and I have watched the circulation increase tremendously.

Our successful library service is due to the services of a fine librarian and to the fact that Valier belongs to a four county federation of libraries. We receive professional help as well as the very best in library materials which includes books, records, films, copying services, posters and talking books for the blind and poor sighted.

The bookmobile for the federation makes regular calls at rural schools throughout the four counties as well as to Hutterite Colonies. An enthusiastic bookmobile user is the Indian community of Heart Butte on the Blackfeet Reservation. The driver of the bookmobile reports he is swamped with users when he makes his stop there.

As a high school librarian I can testify as to the great value the federation with its headquarters a large, fine library in Great Falls is to supplement any research materials. It is a fine thing to be able to borrow books and printed materials the school or student cannot afford to buy.

The four counties of Pondera, Teton, Liberty and Cascade support the Federation services very well. The people would like to be sure the bookmobile will continue to make its calls and that our town libraries will continue to have professional services from Great Falls Public Library. They believe, as I do, that the future well-being of the nation depends on how well the public reads and the availability of the best materials to read.

Sincerely yours,

Constance Lohse

(Mrs. C. F. Lohse)

OSU

OREGON STATE UNIVERSITY
OFFICE OF THE PRESIDENT

CORVALLIS, OREGON 97331

November 27, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601, 1717 K Street NW
Washington, D.C. 20036

My dear Mr. Burkhardt:

In accordance with your request of November 8, 1972, I am most pleased to forward the attached statement concerning my attitude toward the problems of library service in the United States and particularly the relationship of university and research libraries to the provision of adequate public service to library users. I trust that this statement will be of value to you.

Very truly yours,

Robert MacVicar
President

RM:is

Encl.

OSU

OREGON STATE UNIVERSITY
OFFICE OF THE PRESIDENT

CORVALLIS, OREGON 97331

November 27, 1972

STATEMENT OF DR. ROBERT MacVICAR, PRESIDENT, OREGON STATE UNIVERSITY

to the

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

University and research libraries constitute one of the major national assets from both an economic and cultural point of view. They represent an accumulation in many cases of more than a century and in almost all instances, of many decades. With few significant exceptions, they have been created by the investment of funds from non-federal sources. Whether independent institutions or, as is more commonly the case, important elements of publicly and privately supported universities, they now face extraordinarily critical problems.

I believe Oregon State University is rather typical of perhaps as many as 50 to 75 universities in the United States which collectively constitute an enormous national asset and which collectively provide in both education and research a very significant element of the national enterprise in this area. Unlike the massive research universities of which perhaps there are some 25 in the country, or the relatively restricted universities of which there are perhaps 100 to 125, these 75 present a set of rather unusual problems.

These university libraries had by and large not begun to develop into broad and comprehensive research libraries until perhaps 30 to 40 years ago. At that time graduate education, which in the 19th and early 20th centuries had been highly restricted in this country, began to expand, particularly into the public universities of the South, Midwest, and Far West. In institution after institution educational leaders placed high priority on library development and created both physical structures and collections which now constitute a major center for research and scholarly activity on their respective campuses.

Concomitant forces, however, now place these libraries in an extraordinarily precarious situation. In the first place, the cost of library materials has been escalating at a rate far in excess of that of commodities and supplies generally. The reasons for this are complex and probably do not follow from any exploitive efforts on the part of either the producers of library materials or individuals. Rather, they perhaps represent a more adequate full funding of the production of monographs and technical journals which historically have been financed in substantial measure by the voluntary activity of individuals and by professional societies. As the pressures have grown, both of these sources of subsidy have been eroded, and thus the costs have necessarily escalated at a rate more rapid than would have been true if more adequate provision had been made initially for full funding of the production of library materials. The second pressure comes from the decreased rate at which financial resources are being made available to these institutions. State appropriations are not advancing as rapidly as in the past. Private philanthropy has not been able to maintain its proportionate share of increased costs in private higher education, with the resultant rapid escalation in tuition and fees. In a significant number of institutions there has actually been of necessity a reduction in the rate of expenditure induced by either declining enrollments, limitations on resources, or both. Given the fact that a great portion of the expenditures of higher education is relatively fixed, especially in view of the tenure system affecting academic personnel, it has been extremely difficult to not erode the library budget as the one source that might possibly be used to achieve a balanced budget with the hoped-for assumption that next year would be better and that some kind of catch-up could be achieved. Unfortunately, this rarely has been possible in the recent past.

As the National Commission on Libraries and Information Science examines the entire library spectrum, I would very much hope that it would focus most serious attention on this particular element of the research and university library spectrum. I do not have facile solutions to offer, but I believe that in a very real sense this group of institutions represents a most critical problem and one which might well go with less than appropriate attention by the Commission.

Robert MacVicar
President

RM:is

PAUL N. McCLOSKEY, JR.
11TH DISTRICT, CALIFORNIA

COMMITTEE ON
GOVERNMENT OPERATIONS

Congreſs of the United States
House of Representatives
Washington, D.C. 20515

October 27, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

In an effort to present to you the needs of libraries of Santa Clara and San Mateo Counties, I have requested suggestions from the librarians of my own Congressional District on the San Francisco Peninsula. Their considered responses are of great interest to me as, I'm sure, they will be to you. A summary of their recommendations follows:

1. Librarians were naturally unanimous in their desire for increased federal funding for libraries at all levels. Municipal libraries, in their judgment, are losing out in the increasingly fierce competition for available funds, and property tax revenues are no longer sufficient; bond issues are almost impossible to pass at the present time. Several librarians commented that funds for materials can be restrictive as to content, but should not be restrictive as to format (so that the libraries would have the freedom to choose, for example, between books and audio-visual aids to strengthen a specific area of interest).

2. There is a pressing need to set up information clearinghouse centers which would contain reference to all existing resources, the means of bibliographic identification and location of information, means of prompt access, and rapid methods of sharing information. Such a clearinghouse would

maximize staff and material resources through elimination of duplication and centralization of available information resources.

3. The concept of a public library should be broadened to become a full community information center with non-recorded information included, i.e., services and resources available from community and governmental agencies.

4. A national clearinghouse should be established containing all instructional technology developed by the various educational institutions. Innovative approaches and devices developed around the country should be gathered and centralized for easy access for and dissemination to any potential user.

5. There were several suggestions that libraries must meet the special requirements of groups such as minorities, the aged, the handicapped, and the disadvantaged, and also of small businesses which cannot afford their own business libraries.

6. There should be a board of advisors for the Library of Congress as the national library of the United States. There is a real need to improve the services of the Library of Congress on which public and private libraries depend--bibliography, cateloging and card supply services.

7. Finally, there was substantial belief that the entrance of creative, knowledgeable persons into the field of library science should be encouraged in every possible way.

I would gather that these recommendations are probably agreed upon by most local suburban librarians. I hope they will be useful to you.

Respectfully,

Pete McCloskey

Paul N. McCloskey, Jr.

PNMc/ccm

BARC

bay area reference center

November 8, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries & Information Science
Suite 601 - 1717 K Street, N.W.
Washington, DC 20036

Dear Mr. Burkhardt:

Thank you for the opportunity of presenting testimony for consideration by your Committee.

You have asked that I give you my views on interlibrary cooperative efforts on the West Coast. The cooperative effort I am most familiar with is the Bay Area Reference Center (BARC); I have been associated with it since its beginning in 1967. It has been quite successful, and quite innovative and I believe the members of the Committee should be acquainted with its operation. By telling its story, I can, at the same time, give you some of my suggestions for the solution of some of the current library problems.

BARC is funded by the Library Services and Construction Act, Title I. Basically, it provides reference services for public libraries from the Monterey area, eastward to Fresno and northward, encompassing practically all of Northern California. It was based on the California Master Plan, which assured equal opportunity to reference materials all over the State - a series of four hierarchies of public libraries, transmitting requests from the smallest (community libraries) to the next largest libraries (area and resource.) San Francisco acts as the third level (the reference resource center.) Overall is the State Library at Sacramento.

Answers are provided by BARC using the resources of the San Francisco Public Library or any resource (academic, special or school library; business, associations--anyone who has the answer.) In the last five years, an invaluable reference information and locator file has been collected by BARC. The question is forwarded on (if needed) by TWX, the mail, truck delivery, or facsimile transmission - the cheapest and fastest means that meets the requirements of the question, and the patron seeking the answer.

When BARC first began, the staff soon realized that in order to provide good reference service there must be an in-service library training program. (A term often discussed in library-land, but rarely put into practice.) BARC devised a program of subject workshops designed to keep librarians aware of new, current trends and terms in the subject fields most likely to create questions to library patrons. More than 30 such workshops have been given since BARC began in such diverse fields as City Planning, Women's Liberation, Sensitivity Training, Service to the Older Adult, Serving the Spanish-speaking Community, The 1970 Census, Business, etc. Attendees are also issued kits containing bibliographic information, local resource materials, etc.

In addition to the large workshops, so-called "mini-workshops" are taken to the smaller libraries in the field and with a combination of live and video-taped speakers,

San Francisco Public Library, Civic Center, San Francisco, California 94102
(415) 558-2941 TWX: 910-372-7797

the subject matter is brought to those who were unable to attend the two-day workshop.

It is also by the mini-workshop that reference procedures are taught to new systems and new library employees to acquaint them with BARC and its activities. They are taught how to use the reference forms, how to operate the facsimile and TWX machines, how to conduct a reference interview, and above all, are given the assurance of assistance with their reference problems.

A third facet of BARC's program is its publishing. We publish a periodical entitled *Synergy*. *Synergy* contains book reviews of those titles from the little presses which are missed by the regular library book review media; articles of current interest; information sources; a regular column on Children's Liberation; a "You Asked Us" column; and it also enlists help for questions for which BARC has been unable to supply the answers. *Synergy* has twice received the H.W. Wilson Library Periodical Award for the U.S. and Canada.

BARC also publishes a newsletter of local library notes - a "what's new" type of letter. We act as a clearinghouse for library discard books and periodicals and advertise these as available throughout Northern California. It also lists current San Francisco acquisitions of unusual merit and cost in order to reduce duplication of reference book orders in Northern California. An "Update" newsletter is also published which enables librarians to keep their basic reference materials current as far as changes in city, state, national and international officers are concerned.

All of this probably sounds like "how we do it good in San Francisco." It is not meant to be.

I have told BARC's story because if it works, and it does for public library systems, then the same type of cooperation through networks of all types of libraries, can work, and the patrons of each can benefit to the fullest. It could involve, in addition to the reference function, the interlibrary loan function.

I envision a national network of centers such as BARC, strategically located in geographical areas with large collections, not only of books, but also, non-book materials. These resource or switching centers should be connected with each other with the most modern of communication equipment. They could also provide cooperative in-service training and a coordinated publishing program enlisting the best of library talent. (BARC could trade its workshop on "Older Adults" with Montana's Cable-TV for instance.) Forms could all be standardized, acquisitions coordinated, union lists compiled and circulated...How beautiful it would be!

Funding should be from the Federal Government through the State Library agencies as it is now, but on a permanent basis and not on temporary, year-to-year grants, as is the case with BARC and other LSCA programs. And, unlike the President, I believe a separate agency should administer the entire program, including funding. I have always felt libraries should be more "visible" in order that the "people" can take full advantage of their facilities. A separate Federal Government agency working closely with state and local agencies could provide this visibility.

In closing, I would like to say the BARC Staff is enthusiastic about the future of library service in the Nation, and we hope that you will set intertype library cooperation as one of your priorities for action.

Sincerely,
Gilbert W. McNamee
Gilbert W. McNamee
Director, Bay Area Reference Center

GWM:dk

STATEMENT TO

THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

submitted by

REPRESENTATIVE JOHN MELCHER, M.C.

SECOND DISTRICT, MONTANA

November 29, 1972

1641 Longworth House Office Building
Washington, D. C. 20515

Libraries provide services to meet the information needs of government, of students, businessmen and of all American residents as they make decisions which affect their careers, their studies and their relationships with the world around them. In addition, public libraries supply reading enjoyment opportunities to all Americans they are able to contact. The National Commission on Libraries and Information science is to be commended for its efforts to seek information on the barriers facing the delivery of high quality library services to all citizens and to find ways to break down those barriers.

Obviously, most problems could be solved with massive infusions of money -- the question is how and where to get it. In passing the Library Services and Construction Act, Congress was reacting to a need felt by states and localities for financial resources to help meet the information requirements of their citizens. However, so far our federal commitment with funds just is never enough money to meet the requested matching funds under LSCA. Congress authorized $207 million for FY 1972, but only $58,700,000 was appropriated because of budget pressures and heavy expenditures in other areas.

Congress has responded to the needs of elementary and secondary school libraries by passing Title II of ESEA and Federal aid is given to universities and colleges for libraries under Title II of the Higher Education Act. Both of these programs have been funded at less than their authorizations: in FY 1972, ESEA Title II was authorized at $216 million and funded at $90 million and HEA Title II had a $30 million authorization but only a $15 million appropriation. So, again, while the programs hold much promise, it is not possible to fulfill that promise until the Administration budgets and Congress appropriates the amounts actually authorized.

What follows is a brief description of Montana's library system and its shortcomings. The problems have many facets and should be solved in a way that brings all interested persons into the planning process. For this reason, I am pleased that the Commission is seeking the advice and input of librarians, government officials, legislators and library users. With this coordinated effort, I hope we can make real headway toward insuring that all U.S. libraries, including those in Montana, can become better centersof learning for their communities.

In Montana, the library situation is particularly difficult to deal with because the state is very large and sparsely populated. Only two urban areas have populations above 50,000. The total population of the state is about 700,000 yet it is the 4th largest in area exceeded only by Alaska, Texas and California.

Public Libraries: For the layman, the public library supplements his formal education and functions as a center for self-learning, information, and reading enjoyment. Each local public library should provide a wide collection of materials which communicate free expression of ideas, experience and knowledge.

The public library system in Montana is headed by the State Library. This library has many functions including service to state government employees, the state Legislature and other citizens in professions, business, or requiring special information. The State Library also coordinates the operation of federations of local public libraries and provides needed services to these federations. In addition, the State Library provides help to the state's academic libraries.

The reference collection of the State Library lacks sufficient resources -- printed, non-printed, and reference material to adequately fulfill its function of a major research center. The in-depth reference service required to support the research of state government is lacking. The State Library must acquire material, expand its services to academic libraries and employ specialized staff to implement specialized library needs and meet the particular problems of growing library programs in a large state. In expanding to meet the demands, the State Library will outgrow its present physical facility before its lease runs out in 1977.

The LSCA has been helpful to the State Library which will continue to rely on federal funds to meet pressing needs.

The local public libraries serve many functions but are primarily designed to make accessible to all residents the free use of books and other printed and non-printed materials. Along with this service, the public libraries also serve as community centers and as a link with educational resources beyond the locale.

The overall picture of public libraries in Montana is a mixed one. There are one and a half million volumes in Montana's 72 public libraries; over half, however, are in the 10 biggest libraries and only two have more than 100,000 volumes. Out of 35,000 plus new titles to choose from each year, most of Montana's local public libraries add less than 500 books per year. With the exception of the multi-county federation headquarters libraries, only five public libraries have employees who are graduates of American Library Association accredited schools. In small communities, the physical facilities are generally adequate. However, the larger city libraries are rapidly becoming crowded.

Residents in counties with no city or county library must pay a non-resident fee for the use of other public libraries and may borrow from the state by mail but so far this system has been inadequate at best. In addition, many existing libraries are deficient in materials and it is difficult to conduct detailed research. They often have limited access to larger collections with professional staff.

Public libraries depend on local property taxes for their support which explains in part their limitations in many of the rural areas of Montana. The state average support of public libraries per person is $2.45 per year.

Since there are many small remote communities in Montana which cannot afford individual libraries with high levels of service, the federation system is very useful. Funds under the LSCA have been used to stimulate the formation of these cooperative library systems. The State Library joins into agreements with these federations to provide services including centralized ordering, processing and cataloging, purchasing books and materials at group discounts, and providing in-service training and other personnel programs, as well as bookmobile service and reference systems. Bookmobile service provides library books to the smaller communities many of which are 30 to 50 miles from the closest library.

There are five operating systems and the largest is in Southeastern Montana which covers some 28,000 square miles and serves a population of just over 40,000.

There are many unmet needs including the need to increase the number of counties which participate in federations, to strengthen the federation resources, and to identify and serve those who do not take advantage of library services. Also, new ways must be found to reach people not now served by public library, and in-service training of personnel and board members must be expanded.

Institutional Libraries: The LSCA has permitted the State Library to open branches at Warm Springs State Hospital and at the state prison. During FY 1973 a branch is expected to be opened at Boulder River School and Hospital. These new services for state institutions are a great step forward. There are, however, many people in state, local, or private institutions who are not now served by any local public libraries and by establishing library service in places now without such services, the people in these institutions will be reached.

Academic Libraries: School libraries, an integral element in our educational system, must make printed and non-printed materials readily available to students and to faculty to supplement and enrich curriculum.

All public school libraries in Montana are accredited but some have only met the minimum requirements. The standards are now higher so many will have to upgrade their resources to maintain accreditation. Of course, those that meet the bare minimum for accreditation do not necessarily meet the demands of students.

College libraries are absolutely essential to implement the college program and should meet the needs of senior professors engaged in advanced research as well as entering freshman. Libraries at institutions with graduate programs must be sufficient to support required research. Montana's two university libraries are adequate in resources for undergraduate programs but uneven for graduate programs. The colleges and junior colleges fall short in meeting the varied needs of undergraduate students according to ALA standards. There is a need to increase the resources of academic libraries and to develop inter-library lending.

Specialized Libraries: There are two state libraries besides the State Library: the Law Library and the Historical Society Library. A VA Center Library in Helena links hospitals throughout the state and through this library to the Pacific Northwest Regional Health Sceinces Library in Seattle. This program for medical libraries in hospitals needs diligent attention and more funding.

There are no medical schools in Montana so the only medical library facilities besides the VA facility are in hospitals, clinics, laboratories, state agencies and schools with nursing or premedical programs.

Conclusion: The function of a library is to serve people seeking information, understanding, education and reading enjoyment -- through lending, reference services, guidance through lectures, programs, reading improvement programs, etc., at convenient hours and with competent, trained staff. Every citizen should have quality library service available to him no matter where he lives. The library should be a source for opposing views on subjects of controversy and should provide free access to ideas. The freedom to read and to communicate is essential to the preservation of free society and creative culture.

This Commission should give its attention to methods for financing public library service; to the means and ends where all libraries can work together to meet common needs; and to the respective roles of federal, state, and local governments in meeting the information need of citizens. A way must also be found to reach out to persons disadvantaged by economic, ethnic minority, or geographically isolated status, or by physical handicaps.

Adequate service to our people can follow only upon careful national and state and local planning, with funding to match the plans, and with a clear commitment upon the part of each level of government to support the development of quality library service.

Statement by
Helen M. Miller, State Librarian
Idaho State Library, Boise, Idaho

for the National Commission on Libraries & Information Science
Regional Hearing, San Francisco - November 29, 1972

I appreciate the opportunity to present written testimony for the Commission, especially regarding the problems of state library development and its relationship to regional and national library development.

First, I want to go back in time a bit. The Idaho State Library was established in 1901, with its mission to bring books to the miners in the wilderness areas, and to pioneer farmers in isolated valleys, as well as to foster the development of public libraries in the scattered towns. Then the state, which was only admitted to the Union in 1890, had 161,772 people. Today we have 713,008. Most of them live along the fertile Snake River valley, in our six towns with more than 20,000 population, and in the farming communities clustered within one or two hours' driving time of a larger town. But many Idahoans are still as isolated as were the miners 80 years ago. We have large wilderness areas, a large percentage of the land is Federally-owned, much is still desert.

When the Library Services Act was passed, and money became available in 1956, the Idaho State Library had the lowest income of any State Library in the Nation -- only $16,000 -- and could not match for Federal funds. I'm very glad to be able to state that we are in a better position now, in large part due to the impetus of LSA and LSCA, with a current appropriation of $147,500 for the State Library and $102,500 for State-grants to public libraries.

The local support of public libraries has also grown, from $334,000 in 1956 to $1,600,261 in 1972. (An average of $3.26 per capita served.)

But we have far to go. 33% of our population still lives where there is no local tax-supported public library. We nibble away at this statistic year after year, but the bites are very small, as the unserved areas are scattered and with a low population. In the last year 3 new Library Districts have been established -- each serving less than 1,000 people. At this rate, it will take another 100 years to have public libraries established for all the people of Idaho.

This, then, is our prime problem -- we think everyone needs a public library, and we think everyone should share the burden of paying for that library. This means taxes, at one level or another. The people must want that service enough to be willing to be taxed for it. In Idaho's rural areas this willingness is not yet predominant.

In the 60's we had several multi-county library demonstrations, and found that the rural residents were very happy to use a bookmobile -- but when the election was called, to establish a library district which could levy a tax to finance a continued library service, those happy users were outnumbered by the tax-conscious property-owners.

The solution, we often say, is to find a modern-day Carnegie who would give money for operation of libraries. In the meantime, we're glad to use State and Federal dollars for this purpose, and to continue the push for local support.

But Idahoans are willing to pay for what they really want -- a camper to go hunting and fishing every weekend, guns, boats, good houses, land. So we know that much of the problem is that they aren't convinced that libraries and informational services are of value to them personally.

Libraries need to be sold to the non-user like soap is sold to the housewife on television, in magazines and newspapers, and in samples delivered at the door.

National Library Week should not be brushed aside by the American Library Association, and by far too many working librarians. It should be cherished and used, as the one major annual event which gives librarians a nudge, pushes them into enlisting the aid of persons in the community from all walks of life, even gets librarians to talking together about service instead of routine problems. The host of library users who are devoted to our institutions are enthusiastic about spreading the word during National Library Week. It is the librarians who drag their feet and say they are too busy.

To move from generalities to specifics, I want to report that Idaho librarians do cooperate. It is a necessity in our resource-short state. The major tie for cooperation is our teletype network, begun in January of 1968. Our four largest colleges are on the network, the six public libraries which serve as "regional centers", and the State Library. Last year the 11 stations sent a total of 24,564 interlibrary loan requests, of which 10,073 were filled within the state. 1893 reference requests were sent, and 1418 of these were filled. 2138 messages were sent, and 10,830 reports. This total of all items "sent" on the LITTY network was 39,425 -- but when all the filled and received statistics are added in the total was 88,459 transmissions handled.

Small libraries have access to the LITTY network (Libraries of Idaho Teletype) through a telephone credit card, with which they may call their closest LITTY station.

After Idaho resources are exhausted, LITTY stations may send their requests on to the Pacific Northwest Bibliographic Center (PNBC) at the University of Washington.

Another phase of the LITTY operation is our medical library information service. The teletype is also used to send most requests to the Idaho State University Library at Pocatello, and beyond that to the Pacific Northwest Regional Health Sciences Library (PNRHSL) at the University of Washington. These requests average 150 per month, handled through the state library.

Most authorities say that it is not cooperation when the big libraries give, and the little libraries just take. But this is our situation in Idaho, and we see no chance for change. State and Federal funds, in larger amounts to the big libraries, are the only method of payment which we can realistically promise. Within Idaho we can make these promises, and provide the funds to a limited extent. Within the Northwest, as we borrow from other larger libraries to meet our requests, we provide no funds. This is a problem which I would urge the National Commission to consider. Outside funds are needed for the major resource libraries which lend beyond their states' borders.

To move on more quickly, I'll just cite a few additional problems of library development in Idaho, as seen from the level of the State Library:

1- State institutions. Our population is so low that the institutions haven't enough population, nor enough dollars, to be able to afford professional librarians. We are providing much of the service from the State Library.

2- Migrants and Indians. These are our major minorities. They live in those areas where there is no library service, for the most part. The closest towns have a long tradition of ignoring any social needs of these persons. The State Library is providing some direct service to major labor camps and reservations, but more should be provided on a permanent basis by established local libraries, with staff from the minority group being served. The service which we are offering flounders sadly when the would-be users find we can't get a wide variety of materials which are easy to read and relevant to their life-styles.

3- Personnel. Idaho had only 7 professional public librarians 10 years ago, and now has three times as many. We are deluged with applicants for jobs, but we don't have enough money to employ more, and we don't have adequate supervisory staff to truly utilize new graduates in demanding positions. More short courses are needed for the dedicated ladies who keep the little libraries open.

4- School/public cooperation. 86 of our little libraries, branches, and stations are in towns of less than 10,000 population. (Only 10 serve more than 10,000.) It would seem possible to arrange for some consolidation, with one library to serve both the school and the community, but we have only 3 which attempt this, and even these librarians admit that it is almost completely school service. If such consolidation were undertaken, we should find better-trained staff, a bigger facility, and longer hours, with above-all a better bookstock. The adult public, as represented by the library trustee, is adamantly opposed.

5- Buildings. Perhaps we could get school/public library consolidation if we had another Carnegie giving grants for combined library buildings. But the schools today are at the edge of town, or in the middle of the country, and Idaho's students ride to school on buses. Under LSCA II Idaho has assisted with 32 public library construction projects, an average grant of $35,131 per project. The big libraries haven't been able to pass bond elections, so most of the buildings have been for smaller libraries. Buildings for the "regional center" libraries are crucial. None of the 6 libraries have adequate space to offer enlarged services to the region.

6- Planning. In spite of the planning required for LSCA, the Ohio State University institute for state library planners last year, our state budget requirements, and the effort of our Idaho Library Association committees, we sometimes feel that we are in a small canoe on Idaho's River-of-no-return. Many of us in the states serving less than 1 million people have wanted an Institute where we could try and work out a few possible service patterns together. Our HEAIIB Institute proposal was turned down. So we move along in the patterns publicized by New York, Illinois, Washington, etc., pushed on by the local librarians' easy acceptance of the vogue. I would urge that the National Commission consider this special problem of the 13 states with less than 1 million people.

ROCKY MOUNTAIN COLLEGE

Billings, Montana
59102

Paul M. Adams Memorial Library
OFFICE OF THE LIBRARIAN

November 17, 1972

Testimony for
The National Commission on Libraries and Information Science
Hearing 29 November 1972
Ceremonial Courtroom, Federal Building, San Francisco CA.

Under the amended HEA Title II, libraries in eligible institutions of higher education (of which we are one) are entitled to a Basic Grant of up to $5,000 on a matching basis if the previous level of support is maintained.
In the fiscal year 1971, only 718 grants out of 2,165 applications were made--roughly one-third of those eligible received grants. We were eligible, but funds were not granted to us. A similar situation prevails in 1972-73 concerning few grants to eligible applicants.

The Council might make it clear to Congress that lack of funding these applications has resulted in decreased availability of library materials in two-thirds the applying eligible institutions throughout the country.
A further problem area is the reduction this year of work-study funds to colleges and universities. The lack of these monies has curtailed activities in our library, as in others, because we cannot hire sufficient staff to man the loan desk, order and process materials. This results in the professional librarians having to do these unprofessional tasks, thus neglecting the compilation of bibliographies and furnishing reference services--purposes for which the library exists.

The Council might ask Congress to reinstate the matching fund program for work study funds for student aid to help college and university libraries to operate more efficiently.

Respectfully submitted,
Lidie Miller
(Mrs.) Lidie Miller
Director of the Library

ALAMEDA COUNTY LIBRARY SYSTEM

BARBARA GRAY BOYD
COUNTY LIBRARIAN

224 WEST WINTON AVENUE
HAYWARD, CALIFORNIA 94544
(415) 783-5800 EXT. 337

October 25, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

Your letter of September 26, 1972 asked several questions regarding County Library service. I feel that the county is a viable library entity insofar as it can serve a population residing in a specific geographic and political area.

As with any political entity, the quality of service very greatly depends on the number of residents, the tax base and the area served. (Square miles of geographic configuration) A County Library with a population base of approximately 500,000 seems to be large enough to provide comprehensive service and small enough to remain humanistic in its approach to that service. A much larger service area results in a plethora of bureaucratic levels and a diminution of street level authority while a smaller service area results in inadequate funding and thinness of staffing.

When local authorities are far removed from top level management then communication (difficult at best) becomes even harder. Administrative units need to be physically available and responsive to local branch librarians as well as local governments and not insulated by layers of management in between.

It is important that the library be part of a strong governmental jurisdiction and hold a strong position within that jurisdiction, together with support from Trustees, Library Advisory Commissions, Friends of the Library, etc. These relationships will support and increase the County Library's base and allow for increased levels of service, innovative programs, and the flexibility to effect positive change. Without a supportive jurisdiction, the library can get lost in a maze of similar separate districts all vying for the public dollar.

In addition to my above statements, I wish to comment on Young Adult Services in public libraries. For three years I was Coordinator of the Federal Young Adult Library Services Project in Santa Clara County, California; for five years I have been Editor of School Library Journal's Adult Books for Young Adults Column; for two and one half years I have taught Adolescent Literature at the University of San Francisco. I am currently the Coordinator of Young Adult and Special Services for Alameda County Library, California.

For the most part, libraries take very good care of children; watching them, nurturing them, and guiding them toward the best in reading, encouraging them to visit the library, telling them stories and what have you.

When these same young people reach 9th or 10th grade, with a few noteable exceptions, they are looked at very differently, treated with disdain and generally given short shrift. Because typical high school age people can be quite difficult en masse, many libraries, as institutions, fear their presence. Frequently, high school students are treated as second class citizens, given stricter rules of behavior, and lower quality reference help than adults or children.

It is very true that the Young Adult is often rowdy, loud, rude, selfish and tyrannical. But they are also interested, interesting, alive, bright, helpful, etc., etc., etc.. It is necessary that libraries strive to serve this age group better, rather than ignoring them in hopes that the problem will go away. (Unfortunately, most of them do go away, never to return.) From a merely self-interested point of view, these are tomorrow's voters; why alienate them today, since we need them for our future.

It is imperative that professional, para-professional and clerical staffs in libraries be trained in the techniques and approaches that are best used with this age group. (Most of these techniques apply equally well to any specific segment of the population.) Special collections, activities and areas for Young Adults in libraries are commendable, but far more important are suitably trained and responsive staff members who understand and actually like Young Adults rather than fear their approach.

All of the above presupposes and must take place within and through an effective system of book and other media selection which reflects the interests and needs of the Young Adult entering today's world. It is necessary to select books and other media which entertain and amuse as well as those which help educate and prepare young people for adult status and which gives them opportunities to expand their minds and understand cultures other than their own. It presupposes a library ethic which allows for self expression and does not penalize external appearances merely because they look outrageous or do not conform to the norm effected by usual adult standards.

Thank you for the opportunity to respond to your Commission's inquiry.

Sincerely,

Regina Minudri

(Ms.) Regina U. Minudri
Coordinator of Young Adult &
Special Services - Alameda
County Library System

RUM:sf

UNIVERSITY OF SAN FRANCISCO

WILLIAM J. MONIHAN, S.J.
Director of Library Relations

November 16, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

I am willing to submit a testimony at the regional hearing on November 29, 1972, in San Francisco.

Briefly, my thoughts on Public Law 91-345 are the following. The National Commission on Libraries and Information Science is authorized to conduct studies and surveys to discover library needs across the country. It is further authorized to promote research and development activities. I fear that much money may be spent for surveys and publications of research without getting down to improving library service in the country. May I suggest an alternate way to ferret out the best talent in this country to help you achieve your goals. I would like to see this commission offer grants to individuals or institutions that can submit an effective plan for improving library service. If the proposal submitted is acceptable to the commission, then financial grants can be made to implement such plans. What I am suggesting is that you draw on some of the methods used by the National Endowment for the Humanities. It is impossible to improve library services in those areas of the country where no effective leadership can be discovered.

I will be happy to help in any way that I can.

Sincerely yours,

William J. Monihan

William J. Monihan, S.J.

enclosure

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November 1, 1972

AIR MAIL

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for providing this opportunity to submit testimony for consideration prior to your regional hearing in San Francisco on 29 November 1972.

May I comment on the opportunities which I believe present themselves at this time for an extension and strengthening of community library services in support of broadened educational programs which are now being developed by our publicly supported universities in a number of states. These programs, which aim at extending educational opportunities to many people who may be able to pursue their studies only part-time and whose education may have been interrupted by events beyond their control, will require readily accessible community library resources and services if such programs are to afford education comparable to present regular university programs.

The task is largely one of coordination of existing library services in many communities in states such as California. To develop effective means whereby libraries of various types can find ways to cooperate in spite of differing jurisdictional patterns will require acceptance of common objectives which will further these broadening educational programs. "Extended University" programs of the University of California and comparable programs being developed by the California State Universities and Colleges in our state will call for readily accessible library facilities which students may turn to in their own communities (in which the Universities speak of establishing "learning centers") and which they may call their "university libraries away from the university."

Other states are of course engaged in developing comparable programs of extended education, and some of these are well advanced. I am not aware of any such programs, however, which recognize the full potential of community libraries in supporting these programs. Much needs to be done in all of our states in exploring these potentialities and developing effective programs for cooperation among the several types of libraries concerned.

Since the universities should lend concrete support to the community libraries which existing public libraries will need to strengthen and develop with a view to serving university students who cannot come to university campuses to use their libraries, the means for offering such support, perhaps through contractual arrangements need to be investigated.

The rapidly developing plans for a California Library Network provide a good foundation upon which to build cooperative plans in California. The State Library, with its authority to administer Federal funds, provides the channel through which such funds may be allocated to library systems and to other vehicles for interlibrary cooperation, and the full support of the Federal government will be essential. The universities, on their part, will need encouragement to develop plans for utilizing public library resources in the service of their students. Fiscal support for both the State Library and for universities which might then contract with public libraries, through the State Library, will be necessary if such unprecedented forms of cooperation are to be developed.

I look to the National Commission on Libraries and Information Science to offer direct aid to libraries of all types in states such as California in furtherance of such coordinated programs of assistance to students engaged in extended education programs. This would be one of the most valuable ways in which educational library services might serve the important needs of this great group of potential students who do not now enjoy this level of service through their community libraries.

We welcome the concern of your Commission in these matters.

Yours sincerely,

Everett T. Moore

Everett T. Moore
Assistant University Librarian
for Public Services

ETM:sr

CALIFORNIA LIBRARY ASSOCIATION
717 K STREET • SACRAMENTO, CALIFORNIA • 95814 • telephone (916) 447-8541 • STEFAN B. MOSES, executive director

November 6, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries & Information Science
1717 K. Street N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I am responding to your invitation to submit testimony for the hearing of the National Commission on Libraries & Information Sciences which will be held in San Francisco on November 29th 1972. I appreciate this opportunity to respond to your request, for I feel that through the help and assistance of our library associations, many of the priorities which libraries develop can be realized.

There are four major issues of concern which I would like to present to the Commission today. These are areas in which the library associations can be effective, and they are all areas which should receive the highest priorities in the overall consideration of a National Library Program.

Our first concern is with the rights of all residents of our country to have full access to the resources of our libraries. Man's right to know and his need to receive information should not be intimidated by the constructing of artificial barriers which in effect would deny him access to the materials or the knowledge which he needs as a means of effecting this. The California Library Association has established the California Library Network Master Plan which having received the support of our membership, and having been submitted for approval to various other library groups, has been instrumental in the development of legislation which would in effect assure all residents of California, regardless of age, education or background, the right of access to California's library resources.

"Cooperation" has long been a keynote in the development of library programs on an interlibrary basis. This is no longer in inself sufficient, for while the costs of library services in all areas of library programs continue to rise, budgetary priorities on institutional and governmental scales unfortunately do not reflect this increasing need for fiscal support. Thus through programs such as outlined in the California Library Network, which would effect reciprocal agreements among libraries on the levels and types, and through the planning for an eventual consolidation of certain types of library services on the basic levels, we can perhaps best insure total public support for library budgets and programs.

The second major issue concerning us is legislation. As more demands are made upon all types of libraries we work for legislative action through which a concomitant fiscal support of libraries can be secured which would permit future planning and provide a common and continuing base of financial support. Such legislative action can best be secured when and if full cooperation and coordination becomes, at least to a limited degree, effective. Such legislative support can best be developed through both individual and joint efforts of all library associations since they could be most instrumental in bringing together the legislators and their respective constituents. Such legislation should be promoted jointly and on state and federal levels in order that a national program for library services can be developed.

Third, the library profession as such needs to develop programs concerned with the accreditation of libraries and the reassessment of standards for the determination and measurement of professional competence on all levels of library services and administration. Continuing programs of education in appropriate areas of library and information sciences should be made available to all library practitioners. Successful completion of such programs should become the basis for one means of measurement of professional competence, and together with other criteria and examinations, should serve as a means for an association-based program of chartering individuals for higher library positions. In this manner, personnel standards for libraries can become an evaluative criteria to be used with others in determining the success of the libraries' programs and in setting forth more specific criteria on personal and professional qualifications. In a field which is rapidly changing, and in which basic issues and practices are being reexamined, and improved program of continuing professional education is necessary if new library programs are to continue to be successful.

The fourth area which I would like to touch on at this time concerns institutional library serivces. For far too long, libraries in prisons and correctional institutions, hospitals, mental hospitals and other agencies have received scant attention and a very low priority from the profession. A changing awareness on the part of the public as well as on the part of the profession regarding the obligation of society to all fellow human beings, including those who are residents in our institutions, has aroused a new interest in this area of library service. If institutional libraries are not to be regarded as step-children of the profession, then the profession must assume a greater responsibility for their success as well. While there is a tendency today towards programs which bring community resources into the institution, so must libraries on the outside assume, at least in part, a professional responsibility for the libraries in those institutions. Various courses in achieving this should be explored; among these are the possibility of providing direct service from county or local public library agencies to the institution, in the same way that a large library system provides service to its branches. The profession must also work with agencies at the state level in order to provide judgement, advice and resources in helping those agencies establish appropriate library programs. Library associations can assist in these areas by serving as liaison, providing programs at conferences on library services to the institutionalized, and serving to alert qualified professionals to the opportunities in institutional library services. Appropriate representatives from state departments of correction, mental hygiene, etc should be invited as resource people when state plans for library services and standards are developed. Institutional libraries should be included in all plans for establishing library networks and should be represented in all agreements for interlibrary loans and resource sharing.

I thank you for this opportunity to present this statement.

Very truly yours,

Stefan B. Moses

Stefan B. Moses
Executive Director

jm

TESTIMONY SUBMITTED TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

BY

HERBERT F. MUTSCHLER, DIRECTOR
KING COUNTY LIBRARY SYSTEM
300 8TH AVENUE NORTH
SEATTLE, WASHINGTON 98109

OCTOBER 14, 1972

"In the late 1970's ... every other dollar earned and spent in the American economy will be earned by producing and distributing ideas and information, and will be spent on procuring ideas and information." -- Peter Drucker - AGE OF DISCONTINUITY.

Libraries are in the business of ideas and information. They have a vital function to perform for the people today but, obviously, the challenge of the future will multiply that function many times over. To carry out such an assignment effectively, more of the above mentioned dollars have to come to libraries. However, supplemental to the funding must be all the imagination librarians can bring to the field.

Libraries have but one encompassing function and that is to bring the information, in whatever format it may be, and the user together, be it in the library as we know it today or to the user wherever he needs it.

I have been requested to present my views on "public library systems, new legal structures and the possibilities for library financing." Because of my current experience, I will refer to the library organization as it exists in the State of Washington and reflect the library service plans and hopes with which I have been involved in the State.

Public libraries in our State are basically of two types: the city public library which is operated as a department of city government -- This type is found in the very small city as well as in the largest city in the State -- Seattle. The second type is the Library District public library. The latter is a municipality, a junior taxing district and includes all of the unincorporated area of at least one County. There are two five-county library systems in the State as well as several two-county and a number of one-county systems.

City libraries are funded out of the general fund as are other city departments. District libraries are funded solely out of a limited property tax which may not exceed a levy of one mill on property, personal and real, within the service boundaries. The levy is based on an evaluation of 50% of the true value of the property. Inherent in this support are all the evils, inequities and problems of the property tax.

The King County Library System, a district library, and the Seattle Public Library represent the two largest public libraries in the State. Both face problems which are applicable to other public libraries in the State. Both serve many of the same patrons. It is my contention that library service crosses jurisdictional boundaries more easily than virtually any other public service. A book is the same book no matter which library has it. The patron cares little from where he gets it - just so long as it is made available to him when he needs it. For many years Seattle and King County have had reciprocal service for our respective patrons. For depth in collection service, King County contracts with the City library to make its fine collection available. Similar agreements are in force between Pierce County and Tacoma and Spokane County - and the City of Spokane.

In view of ever increasing costs, it seems to me financially irresponsible to develop a library organization which does not provide the cooperative advantages of a library system. The official position of the Washington Library Association favors library systems. During the past year thousands of man hours have been devoted to the study and the development of a coordinated library service plan for the State. All types of libraries, library trustees as well as lay citizens, are represented on the Washington State Advisory Council, the organization responsible for the study. The establishment of the Council came at the behest of the Legislature and the State Library Commission.

When asked to rate, according to effectiveness, the various approaches to library service - from independent separate libraries to systems, librarians rated the system's approach as superior. It seems that when librarians are placed on a commitment level, they agree a system is the best way to provide library service to the citizen. Included in the group were individuals not normally favorable to systems, at least while near their home grounds.

In our State we have established voluntarily a reciprocal services agreement among five library districts which serve about 40% of the State's population. Involved are ten counties. Anyone living in any part of the combined service areas may borrow materials from any of the libraries and return them wherever it is most convenient for him to do so. The agreement is very informal; no funding is involved. The five Boards of Trustees approved the agreement enthusiastically. This type of cooperation is in the best tradition of good library service to all.

There are many other examples of cooperative efforts. Pierce and King County Library Systems operate a mail service jointly. Professional staffs as well as residents of state institutions are served by local libraries through contracts with the State Library. Plans are underway to provide library service to an Indian Center in Seattle. The Seattle and King County libraries are coordinating their efforts to this end. Seattle's Library for the Blind and Handicapped will be housed in the King County Library Service Center and funded through City, State and Federal funds.

I mention these to show that real efforts are being made to provide more and better library service to all the citizens and often without regard to artificial boundaries set by governments. Also, to indicate, I believe, that only from a position of strength can two or more libraries join to achieve greater objectives.

If systems are to work to their maximum capacity, perhaps new structures are needed. For example, it should be easier for whole areas including cities as well as unincorporated areas to form themselves into a larger area of service and thereby erase the lines which keep people from using all libraries within their reach. Such a system would also equalize the support of libraries so that poorer areas would receive improved service without financial strain.

I also believe that it behooves us to investigate objectively and thoroughly the possibility of working much more closely with other types of libraries -- school, academic, etc. This does not necessarily mean that school libraries should be operated by the public libraries or vice versa but a closer service relationship is vital. Perhaps, jointly sponsored service points with committed funding by all involved is one which might be considered.

Basic to good library service of any type is adequate financing. National standards speak of $8 per capita as necessary to provide full library service. Yet, most of our libraries are supported at about one-half that level. Increased costs in personnel, materials, building, and every other aspect of library operation makes it crucial to increase our dollars annually just to remain static. If we remain static, we shall surely go out of existence. Yet, the normal support available to some libraries in Washington for 1973 will be less than in 1972.

The above is true in library districts due to the vagaries of the property tax and the laws which have been passed to limit the impact on the tax payer. One of the task forces of the Advisory Council concerned itself with the fiscal problems of libraries. Our first bit of intelligence was that there is no type of library which is adequately supported. However, the public libraries seemed to have fewer sources of income than the others. Districts have only the property tax. It does not respond quickly enough to meet the needs. Patron demands for service occur immediately, but it may be up to two years before receipts from property taxes are available to provide the service. Libraries are people places; libraries should be supported by people taxes, e.g., income taxes, etc.

Today the property tax is under constant attack. It is no longer a viable source for our income. Schools are finding the tax is in jeopardy. Courts, e.g., Serano case in California, have declared the property tax an unconstitutional source of income for schools as it is now applied. Our library districts in Washington are facing the same possibility.

Other sources of income need to be explored. All libraries are affected if one segment of the total service is poorly supported. Poor public libraries no longer can support the necessary service to students, therefore creating a greater load on school libraries or else depriving the student of any service.

It has been our experience that many legislators are entirely sympathetic to our cause. We need to bring a well thought out plan to them for their consideration. The Local Government Committee for whom the statewide library study is being made, expressed itself very favorably to larger areas of service, cooperative efforts, and to much needed improved financing. One legislator remarked to me, "we've got to find another way to finance the libraries. The property tax is not the way to go."

Both gubernatorial candidates committed themselves to the exploration of supplemental financing of public libraries. Now that the economy seems to be improving, perhaps the commitments can become reality.

It is our hope that property taxes will play only a small part, if any, in the financing of our libraries in the future. Instead percentages of an income tax, sales tax, direct state funding, or a meaningful allocation through revenue sharing must be considered.

While we feel local and state financing should provide the major support for our public libraries, we feel strongly that the federal government has a responsibility in providing its share to the support of the information services in this Country. There are certain areas where expenditures are of national impact. Today we have the technological development to begin the compilation of a national bibliographic data base. Why should every state develop its own data base when it would be more practical to do it once at the national level? The costs for such a project are great. Only the federal government has the money to pay for the monumental task. If each state did its own, the combined total would be much greater.

The Right to Read campaign is national. Yet in spite of the verbal support given to the program at the national level, there has been no parallel move at that level to provide additional monies to implement many aspects of this worthwhile effort. The Library Services and Construction Act funding is nowhere near what it should be. Many of the services may have to be limited and new services postponed unless additional funding becomes available. Our active building program in King County as well as the others in the State are being restricted. We assumed the construction title of LSCA would continue at the level of several years ago. Alas, less than one-fifth of that amount remains today. It would seem that just at the time when more and more of our dollars spent in the American economy are in the field of ideas and information is the time when our national administration and Congress are appropriating and/or approving less and less. There have been few federal programs which have had such excellent returns as have those concerned with libraries. Any re-orientation of priorities must take cognizance of the libraries' increasingly desperate needs and their place in a modern society.

In summary, it would be my position that the following items are of serious concern to all libraries and especially to public libraries. While examples were of our experience in the State of Washington, I am sure parallel situations are the rule in many other states.

1. The study of library systems must continue to develop so that new legal structures may be ready whenever needed.

2. Core city libraries are in trouble in many areas. This has a direct influence on the libraries serving the suburban areas around the city and which are often more populous than the city itself. Equalized funding must be developed so that these two types of public libraries can join into one unit for better service for all. Funding may have to come from the state or federal level.

3. The property tax should not be allowed to continue in all its inequity and nonresponsiveness. Other ways of financing must be developed, e.g., income tax, sales tax, direct state grants, direct federal grants, revenue sharing or any other source which would not finance this people service from a property oriented tax.

4. Federal leadership and funding is needed to begin the development of the national bibliographic base.

5. In view of requirements to report effectiveness of library service upon the completion of federally funded projects, it would appear in order for the federal agencies to fund at an early date proposals which are designed to develop measures of service effectiveness.

6. The Library Commission should assist in efforts to make the Library Division of the Office of Education truly effective in meeting needs for library services.

While most of us realize what the problems are, we often are unable to make our voices heard in places where some solutions could originate. I would take exception to comments made that the libraries are losing in the struggle for their existence because of a lack of information concerning library economics and a lack of political know-how. Very few groups have been as effective as librarians in getting basic economic problems to the attention of our legislators in Washington. Our numbers are small but we work harder.

We may be at a very crucial stage in library services. Imagination, etc. can do a great deal to help us over the immediate rough spots but adequate funding and official support must be there in sufficient amounts to make the service viable for the future. If we do not accomplish the goals, not only we in the profession, but everyone else, will lose because of it.

I want to express my appreciation for the opportunity to submit testimony to the Commission. Perhaps in our combined voices we can make the message of library needs clear.

Herbert F. Mutschler

Herbert F. Mutschler
Director
KING COUNTY LIBRARY SYSTEM

October 14, 1972

George J. Gleghorn, President Mary S. Beeks, Vice President Fred C. Allen, Secretary
Edward E. Nelson, Member Myrna L. Shiras, Member

PALOS VERDES LIBRARY DISTRICT
OF LOS ANGELES COUNTY

650 DEEP VALLEY DRIVE
PALOS VERDES PENINSULA, CALIFORNIA 90274

William L. Emerson, District Librarian

October 11, 1972

National Commission on Libraries
and Information Science
1717 K Street, N.W. - Suite 601
Washington, D.C. 20036

Gentlemen:

Working on the assumption that the public library is the only educational institution in our society that serves all the people all the time, I would like to make the following observations/recommendations regarding audio visual services in public libraries:

1) considering the expensive and comparatively complex nature of audio visual equipment and software, public library systems should be funded to provide, or help provide, these services;

2) considering the rapid rate at which new audio visual equipment is developed and made available, each state library should provide an audiovisual consultant to coordinate, educate and advise audio visual systems, services and librarians in each state;

3) the establishment of CATV hookups in public libraries should be encouraged, funded and coordinated on a nationwide level;

4) federal grant and funds should be more easily comprehensible and obtainable, perhaps centrally and simply advertised.

Sincerely,

PALOS VERDES LIBRARY DISTRICT

Myra Nadler

(Ms.) Myra Nadler
Supervisor, Audio Visual Department

Oct. 2, 1972

National Commission on Libraries and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C.

Gentlemen:

The following is to be considered a written testimony from the board of the Emmett Public library as per your request of Sept. 22.

We are now in the process of building a new library in our town which is scheduled to be completed around the first of the year. In view of the better facilities we will probably be able to provide better service to the users of the library than in the past but the following are things we would like to be able to do but due to inadecuate finances we will not be able to do.

1. We would like to be able to provide bookmobile service to the convalescent homes and to the labor camp.

2. We would like to be open more hours. This problem may be solved by the establishment of "Friends of the Library."

3. We would like to have a full time children's librarian and helper to conduct a story hour and other services to the very young children.

4. We would like to have micro-film readers and a film subscription to go with it.

5. We would like to be able to support special speakers and have workshops on various arts and crafts.

6. We would like to be able to supply a better variety of technical magazines and publications.

Very truly yours,

Dr. Dale R. Olson

Dr. Dale R. Olson, member
Emmett Public Library Board
622 S. Washington
Emmett, Idaho 83617

CALIFORNIA INSTITUTE OF TECHNOLOGY

PASADENA, CALIFORNIA 91109

ROBERT A. MILLIKAN MEMORIAL LIBRARY

Nov. 1, 1972

National Commission on Libraries
and Information Science
1717 K. Street, N.W.
Suite 601
Washington, D.C. 20036

Gentlemen:

Your letter and enclosures of Oct. 10 have been circulated among the staff of the Caltech Library and have elicited the comments that follow. The first suggestion was contributed by Edward R. Moser, Associate Director of Libraries, the second by Roderick J. Casper, Head, Readers' Services. As indicated on the enclosed questionnaire, there will be no personal representatives from Caltech at your Nov. 29th meeting.

1. Mr. Moser's statement.

"One of our real concerns as both an educational and research institution is rapid access to less-frequently used serial publications. Subscription costs are increasing so rapidly few institutions can afford to subscribe to everything their people do need. If there were regional centers (one for the State of California) that would subscribe to the lesser-used serial titles and make copies of material from them available to anyone who needed it for a per-page fee, a great service would be rendered.

"Universities and industrial concerns would have a direct communication line to place orders at such a center. Regular users would make periodic money deposits, and the cost of material provided would be charged against their account. The cost of maintaining such a center would be borne in part by the federal government, and in part by the charges made for material supplied.

"Such a center would be independent of a university, so that all material would be in one place and immediately available. A campus location means material would be scattered in many individual libraries with varying maintainance and loan policies. Under such conditions material often is not available when needed."

2. Mr. Casper's statement.

"LC, ARL, ALA, or SLA should establish a cooperative scheme based on the Farmington Plant to collect and microfilm domestic and foreign newspapers. A comprehensive, updatable union list should be one product. LC's collection has been reported as inadequate with wrong editions that do not match published indexes. There are also omissions and poor quality repro.

"Since the National Library of Medicine has been so successful in establishing regional branches throughout the country, how about LC doing the same thing, by way of verification centers and/or bibliographic centers.

"Regional duplicate exchange (for journals) centers might be useful, too."

Because of imminent retirement, I do not consider it appropriate for me to submit a recommendation.

Very truly yours,

Harald Ostvold
Harald Ostvold
Director of Libraries

Washington State Association of School Librarians
AFFILIATED WITH THE WASHINGTON EDUCATION ASSOCIATION

November 3, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601, 1717 "K" Street N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

In response to the invitation to provide written testimony to the National Commission on Libraries and Information Science for the November 29 meeting in San Francisco, I wish to endorse the documentation presented by Gerald R. Brong of Washington State University. As president of Washington State Association of School Libarians, I have had the opportunity to attend some of the meetings of the Washington State Advisory Council on Libraries and Washington Department of Audio-Visual Instruction, so I know the local activities to which Dr. Gerald Brong refers.

From my reading in the professional literature, I agree with the conclusions of his bibliographic sources. It is a pleasure to endorse his statements and recommendations.

Please accept my wishes for a successful hearing on November 29.

Sincerely,

Helen D. Patton

Helen D. Patton
President

cc: Dr. Gerald R. Brong

THE AEROSPACE CORPORATION

Post Office Box 95085, Los Angeles, California 90045, Telephone 648-5000

2 November 1972

Mr. Frederick H. Burkhardt
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Enclosed are some comments regarding the functions and problems of technical libraries which seem appropriate for the Commission to consider. I hope you find this contribution useful in your work.

Yours truly,

George Paulikas

G. A. Paulikas, Director
Space Physics Laboratory

GAP:kk

Enc.

THE TECHNICAL LIBRARY TODAY

G. A. Paulikas
Director, Space Physics Laboratory
The Aerospace Corporation
El Segundo, California

I. Introduction

The comments made here regarding the present status and current problems of a technical library reflect the point-of-view of a scientist/administrator and library user. I am the Director of the Space Physics Laboratory of The Aerospace Corporation. My responsibilities include the choice and direction of research projects, the organization of project groups to attack problems of applied physics and, in addition, to provide means for transferring and translating the findings of our research scientists into improved ballistic missile and space systems for the United States Air Force.

All of the activities described above are carried out in the fields of space science and the applications of space science. This sub-field of science and technology is characterized by rapid progress and rapidly changing requirements for data, information and results. It is a field in which the United States has very strong position of leadership but also where, increasingly, the space programs of other nations are making themselves felt.

II. The Need for Current Information

The combination of factors outlined above have had the effect that the use of a technical library by our technical people centers heavily on recently acquired material - recent journals, recent classified and unclassified reports and recent books. The ability of a technical library to maintain and update its collection of recent technical material is a key to its success and utility. The technical library today is literally in the communications business. The technical library is an invaluable partner of the scientist and the engineer in keeping him current.

It is impossible to make this point strongly enough. The acquisitions group and the reference services of a technical library are the essential elements in providing up-to-date information to the users. These groups must be relentlessly ingenious and unusually persistent in order to assure that their library receives the output from the multitude of technical organizations across the land and around the world. A special burden on these groups exists in the acquisition of (or even knowledge of the existence of) classified reports. Here, the need for information conflicts with the requirements of security and the peculiarities of inter-agency document transfer to create additional problems.

In addition to the flow of information to libraries, there is of course the communications between specialists via letter, preprint or informal report. While this has the advantage of speed, it does have the disadvantage of being conducted among a limited group of specialists. For example, although my personal research interests lie in the general area of magnetospheric physics, it is only in small subfields of this area of research where preprints and oral communications keep me abreast of progress. For a more general overview of research in this field, I find I must rely on the journals of the various technical societies, such as the American Geophysical Union, the American Physical Society and the American Institute of Aeronautics and Astronautics.

I would like to confine the remainder of my remarks to a sub-set of the problems outlined above, namely, to comment regarding possible improvements in the flow of technical information through the medium of professional journals. As mentioned above, I am of the opinion that the technical publications of the professional technical societies form the sine quo non of progress in research. It is in the field of speeding information flow through technical journals that the Commission of Libraries and Information Science may be able to make very significant contributions.

At the present time, approximately four to six months are required for a technical publication to appear in print after it has been submitted to a professional journal. Approximately one month of this time is devoted to unavoidable refereeing. Thus, there still exists the opportunity, should the means be found, to cut three to five months off the time lag between completed papers and general availability of the results. D. A. Bromley, head of the recent study of physics research (*Physics in Perspective*) has estimated that the information transfer time can be translated into costs to the extent that cutting the information transfer time in half may amount to an annual savings of between *\$150 and \$300 million for physics research alone*! Thus if a means could be found, with the collaboration of the various national scientific and technical organizations to reduce the time lag between authors and readers of technical papers, very significant and very real efficiencies in research and in research applications should be realized. The rewards in improved communications and improved research efficiency as well as in faster translation of research results into practical benefits are such that a major effort seems called for.

III. Recommendations

1. The Commission should initiate a study, with the involvement of the major national professional scientific and technical societies, to determine what means are available and practical in the immediate future to reduce the "publication lag." It may well be that major changes in the publications activities of these societies will be required to effect speedup on the publication process.

2. The process of communicating technical information from a scientist *to* a technical journal *to* a library *to* another scientist has, thus far, successfully resisted the impact of modern communications and data handling technology. We think nothing of transmitting a million bits of data per second from satellites and processing and displaying these data in real time to a multitude of users. In contrast the flow of scientific

information is painfully slow. One or more pilot projects under the auspices of this Commission applying modern data handling and transmission techniques to the dissemination of technical journals and technical reports seem in order. Such projects should aim at long range, grand improvements in the timescale of flow of technical information and must consider the level of standardization and cooperation which are required to meet this goal. For example, one can envision remote reader and hard copy terminals linked to a central digital storage repository of technical journals.

3. Computers and digital data systems are here to stay and every school of library science and journalism should be encouraged to give its graduates more than a passing familiarity with the capabilities of modern data handling/processing technology. A modest modification of the curriculum will assure that the next generation of librarians and editors will be familiar with and at ease with the techniques for data transmission and data handling.

These three recommendations can be implemented independently of each other. Each of them can be expected to yield some improvement in the speed of information flow. Taken together, the steps outlined above would be very effective in initiating an attack on the immediate problems yielding interim solutions, on long range problems which may require a major change in the way we communicate with each other, and supplementing these steps with actions which assure an adequate supply of well trained librarians, editors and information transfer specialists.

MONTANA STATE LIBRARY
930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

October 25, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Enclosed you will find written testimony on my behalf concerning information and library needs in institutions and for the handicapped.

Sincerely,

Richard C. Peel
Special Library Services
Coordinator

RCP:cd
Enclosure

MONTANA STATE LIBRARY

930 EAST LYNDALE AVENUE HELENA. MONTANA 59601

October 25, 1972

Richard C. Peel
Testimony

National Commission on Libraries and Information Science

LSCA funds and matching state monies have provided seeds of basic library service to State Institutions in Montana. Of the twelve State Institutions three are served by branch libraries of the State Library. Two are served directly by the State Library and the remaining seven are served by contracts between a local Public Library and the State Library.

The branch libraries are supplied with a collection of materials from the State Library that is frequently rotated. Equipment and salary of one professional librarian is also provided. The Institution is expected to provide finished space and utilities. The largest institutions have been designated as branches.

Those institutions that are served directly by the State Library are supplied with materials and consultant help. The institution provides personnel, space and equipment. Both of these institutions are located in areas where no public library can provide a contracted service. One would not be large enough for a full branch operation. The other would be large enough but at the present time it is financially not possible to open another full branch.

The institutions that are served by public libraries receive deposit collections of material from the State Library and the local library provides both personnel and some materials.

I feel that this is basically a good program but because of insufficient funds, library services in each of these institutions are limited. The most obvious needs are as follows: Significant increases in Audio-visual material, additional personnel in the larger institutional libraries and either full or part-time personnel in some of the smaller institutions, additional in-service training for institutional librarians either at a state or regional level.

I feel strongly that institutional library service should be a state wide administered program preferably by a library agency. In most cases this would mean the State Library. The benefits derived from this are an overall coordination of libraries in all of the institutions. State Library administration also provides therefore a cooperation of all types of libraries, not allowing the institutional libraries to live unto themselves. Administration of library programs, when freed from individual institutional administration, are also apt to have a much higher priority in budgeting.

Additional federal funds are needed on a matching basis with state funds to assure the continuation and improvement of state institutional library services. Without the federal impetus state legislative bodies are apt to give far more consideration to physical needs in lieu of educational needs.

Library services to Blind and Physically Handicapped are administered by the State Library in Montana, cooperating with public libraries, other state agencies, schools, rest homes, hospitals, private agencies and other interested groups. This outreach remains limited however because of a lack of funds for making provisions for additional outreach and in turn being able to handle increased patrons and circulation.

Although the Library of Congress supplies a basic collection, each individual Regional Library needs to produce materials of local interest. Presently no funds are available to coordinate the activities of volunteers; to reproduce or duplicate the material, or to circulate the material.

As with the institutional library service, federal monies are needed as an impetus to secure ongoing and increased state funding. Highways, sewers and ecological problems will continually take high priority as compared to those of library services.

Richard C. Peel
Special Library Services Coordinator
Montana State Library
930 East Lyndale
Helena, Montana 59601

HEWLETT hp PACKARD

1501 Page Mill Road, Palo Alto, California 94304. Telephone 415 493-1501. TWX 910 373 1267

October 24, 1972

National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

ATTN: Frederick H. Burkhardt, Chairman

Dear Dr. Burkhardt:

I am representing, as President of the San Francisco Bay Region Chapter, Special Libraries Association, about 175 organizations which have libraries. These range in size from very large libraries to tiny one-person office collections. The men and women who work in these libraries want to fill the informational needs of their special clienteles, to see their careers flourish, and to see the interests of their parent organizations served.

As a professional group, this Chapter of Special Libraries Association has contributed to the growth of libraries and librarians through broad continuing education programs and traditional cooperative efforts, such as union lists of periodicals. But as a lobbying force, or as an instrument which can cut across jurisdictional boundaries, we are limited. And this, I think, is where the Commission holds unique potential strength if it chooses to apply it.

Generally speaking, special libraries have a large need to cooperate with other libraries since their individual collections tend to reflect narrow interests. Networks and systems are ideal cooperative mechanisms, and ones which some large special libraries can participate in. However, in the Bay area, a good 75% of the libraries are one- or two-person operations under severe limitations of staff size, budget size and proprietary interests to even participate in interlibrary loan programs, let alone a network. The Commission should look at ways to bring more of the special libraries, therefore more of these special collections of materials, into cooperative library programs. One method may be to subsidize networks, or the libraries which participate.

With the increase in the formation of networks and the flow of information amongst libraries, one of the most pressing problems that the Commission can consider is Copyright Law revision. Obviously there are arguments on both sides of the question which must be taken under consideration, and some sort of fair and equitable solution must be worked out. The Commission should definitely undertake some recommendations of the Copyright Law.

The Commission might turn inward toward the federal government of which it is a part, and pinpoint reasons why the dissemination of information from government sources is generally so poor. Indexing is bad (e.g. the Monthly Catalog) and there is no standardization from agency to agency even in form of listing. The Government Printing Office, a major supplier to the public, is one of the chief culprits. An effort should be made to find out why the public is not receiving the information it wants and by law should have. Libraries are caught squarely in the middle.

In the past couple of years college curricula in general have undergone much change. Graduate library school curricula have also undergone change, and there have been some questions asked as to whether all the changes are for the best. The student now in some cases develops his own courses of study at a time when he has little experience on which to draw, and certainly none on which to project a future. The Commission would be performing a service to look at the current state of library school curricula, and in addition develop guidelines for use of graduate students in aiding them prepare for their future careers, particularly special librarianship which has not had strong support at the graduate level.

The Commission can undertake to educate us in the prediction of manpower requirements as related to the job market. An overabundance of librarians is evident which could have been reduced had we been more sophisticated in our approaches to manpower supply and demand. As part of of a professional association, we promote the establishment of libraries and the hiring of qualified personnel where ever and when ever possible. In addition we maintain a placement service to aid the unemployed, but with the large supply of librarians our job is not easy.

The remarks I am now going to make are made as an individual and not as President of San Francisco Bay Region Chapter of Special Libraries Association.

Can this Commission fund guts or grant backbone? So much could be accomplished by just a small amount of aggressiveness being shown by each of us. Our managements would be surprised (and happy) and our clienteles would be astounded (and happy). The premise is that we have an important product to deliver. The Committee should think about this question to see in what ways it can build reliance on assertiveness instead of pessimism; to develop clear guidelines for wide distribution which distinguish between a service profession and a subservient profession; to spur initiative for special librarians to assume more responsibility for broad service and leadership. I think maybe our clienteles and we will be the gainers.

Sincerely yours,

W. C. Petru

W. C. Petru

WCP:dch

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Joint Legislative Budget Committee
GOVERNMENT CODE, SECTIONS 9140-9143

California Legislature

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THIRTY-THIRD DISTRICT

ROOM 306, STATE CAPITOL
SACRAMENTO, CALIFORNIA 95814

November 10, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 "K" Street, Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Due to legislative business I will be unable to accept your invitation to attend the meeting of the National Commission on Libraries and Information Science on November 29. As you requested, the questionnaire you sent is returned.

I am interested in the scope of your proposed studies of library problems and look forward to receiving data and your findings on: (1) centralization and regionalization of inter-library loan centers and, (2) funding sources for public libraries.

I am particularly concerned with the development of coordination between federal recommendations and California's present Public Library Services Act of 1963. The state subvention for this program has decreased from $.0731 per capita in 1968-69 to $.0416 per capita in 1972-73. The Legislature augmented the budget to return to the $.07 level; however, the Governor reduced the item by $546,000 (from $1,346,000 to $800,000) to return the program to the four cent per capita level. The Legislative Analyst was given the assignment of reassessing the program in the Supplementary Report of the Committee on Conference Relating to the Budget Bill as follows:

> "Item 276 Assistance to Public Libraries
>
> It is recommended that:
>
> The Joint Legislative Budget Committee in cooperation with the State Library conduct a study to determine (1) the cost to each county to support local libraries, (2) the degree of local effort to support libraries based upon library tax rates and per capita expenditures, and (3) the impact on local libraries of declining state support."

Our report will be available in early February. I will forward a copy to you as it may be useful input to your considerations and may be a further step toward insuring that federal and state library programs are compatible.

Sincerely,

A. Alan Post
Legislative Analyst

Enc.

SAN FRANCISCO PUBLIC LIBRARY
CIVIC CENTER · SAN FRANCISCO · CALIFORNIA · 94102

October 25, 1972

National Commission on Libraries & Information Science
1717 "K" Street, N. W. - Suite 601
Washington, D. C. 20036

Honorable Commissioners:

I wish to thank your Honorable Commission for your invitation to submit written testimony regarding library service to non-English speaking minorities. This is a unique opportunity which I truly welcome.

My comments will deal mainly with aspects of library service to persons of Spanish-speaking origin since this is the particular group with which I am most directly familiar. It is likely that some of my remarks will apply to other non-English speaking groups in this country as well.

As of April 1970, there were 9.3 million Spanish surnamed Americans in this country. It is claimed that many more were not counted; therefore the 1970 census figure is probably on the conservative side. Although most of this population is to be found in the five Southwestern states of Arizona, California, Colorado, New Mexico, and Texas, there are significant concentrations of Latinos in many sections of the country.

In spite of his numbers, the Spanish surnamed individual in the United States has been generally overlooked, if not totally ignored, by our traditional institutions. His most basic needs and desires have too often gone unnoticed. Even the most casual investigation will quickly demonstrate that the Latino's experience with the educational, social and political components of our society has been almost wholly negative. Only in the last few years have some tentative efforts been made to bring the Spanish surnamed person nearer the point where he can share and participate more fully in benefits long considered the birthright of all Americans.

Public Libraries

In spite of its longtime stated desire to serve everyone, the public library has failed in its basic purpose vis à vis the Spanish surnamed person, largely because librarians have frequently made the mistake of thinking that all people are alike and that they react alike. The public library, until just recently, has appeared to operate on the general premises that the library is basically a static resource, a passive repository of knowledge and information; that all people have equal and free access to its treasures, and that anyone who needs what the library offers--information, education, recreation--would certainly come to it of ~~their~~ his own free will.

This conceptualization of the public library as a passive repository is only true if we take it for granted that the public library is also a dying institution. If it is to mean anything to the people it seeks to serve, and if the Spanish surnamed are included among its clientele--as they surely must be--, then the public library's role clearly is an active one. Unfortunately there are yet many library professionals whose philosophy is mired in the passive tradition.

Schools and School Libraries

Our schools--and their libraries--have also been guilty of similar passive attitudes. All too frequently teachers and school administrators have ignored differences in language and cultural values when measuring a Spanish surnamed child against desirable "norms." Thus, a school may teach solely in English, ignoring--even repressing--the use of the Spanish language. And a school library may have few, if any, books and other informational materials in Spanish, even in predominantly Latino communities.

Special Libraries

Even today, few Spanish surnamed individuals find their way into the world of business and into the professions. Rarer are those who become librarians or information scientists in business and technical fields. Consequently, neither do they serve the communities of commerce or of science, nor are they served by ~~its~~ special and technical libraries in any significant way.

Academic Libraries

The picture in academic institutions and their libraries is no brighter. In the past, those few Spanish surnamed individuals who moved into the academic world did so as isolated individuals. They rarely served the educational and informational needs of other Latinos; even more rarely did they encourage other Spanish surnamed persons to join them as members of teaching faculties or as librarians.

Thus, the library landscape typically has been and continues to be bleak for the person of Spanish-speaking origin. The institution, in its various forms, has done little for him; it has shown little interest in his needs and desires; the library does not seem important or necessary to him; he cannot identify with it. This is especially unfortunate in view of the overriding importance of education and informa[illegible]to individual and group survival. The only remedy lies in correcting these deficiencies. This should be our goal.

The Spanish surnamed individual must become part of the library scene. Firm, aggressive efforts must be made by the library and information professions to involve the Latino. Recruitment programs must be initiated and vigorously carried forward. If the basic supply of candidates is sparse then more should be attracted and trained. Scholarships, fellowships, and low or no-interest loans are good starting points; their availablity should be greater. Internships, in-service training and exchange programs can provide some of the breadth of experience needed for advancement.

Intelligently applied affirmative action can do much to place more Spanish surnamed persons in positions of increasing responsibility. One of the reasons more Latino youngsters do not consider librarianship and the information sciences as career possibilities is that they have few heros and success models in these fields after whom they can aspire.

Opportunities for participation in decision making can stimulate interest and deeper commitment to the library's mission. As their ability to handle responsibility grows, more Spanish surnamed persons should be involved in the building of library policy. This can be a good investment on the part of the library; it is an easy and painless price to pay for the Spanish-speaking population's wider acceptance of the library and the services it offers.

In order to attract and hold promising young candidates the library profession should begin early to involve teenagers and young adults in community-related services and programs. Only when they begin to understand what the library is about will Spanish surnamed youngsters be attracted by a professional service which until now has only succeeded in turning them off. Well-planned use of volunteer assistance in program planning, for example, can be an effective means of engendering such involvement.

Often there are individuals who function quite effectively in ~~many~~ their communities but who lack the formal credentials of education and degrees to make it into the library-related professions. Steps can and should be taken to help such persons to qualify for this work. Here again, special training programs and study grants can generate good results.

Once they are on the job Spanish surnamed individuals should participate in development of services and programs, particularly in Latino communities where the library's penetration has merely been superficial, where persons of Spanish heritage can more readily identify with the people to be served.

Latino staff members should be encouraged to attend meetings and conferences where they can share their experiences and information with colleagues from other sections of the country. They should be permitted to visit other libraries serving the Spanish-speaking; such exchanges can often benefit ~~both~~ the participating institutions.

All of these devices will be to no avail if the libraries and other informational organizations which seek to attract Spanish surnamed persons do not promote a positive image of the Spanish heritage, language, customs and traditions. This positive attitude should be reflected in the library's program of service; it should be shared by the library's staff. In order to serve a community well a library must supply what the community wants, show interest in what the community is interested in, feel what the community feels. In short, it must identify.

Libraries and information centers serving the Spanish surnamed population should be encouraged and supported wherever there are significant concentrations of Latinos. Ideally these centers should operate as arms of local public library systems; if not, such information dispensing agencies should be closely affiliated with public libraries, working together to provide a multidimensional range of informational services.

In promoting information centers, however, care must be exercised to provide these centers with access to the more formalized library and information networks, to academic libraries, to special and technical libraries, to regional and national data banks. It would be indeed unfortunate if any individual were to be denied reasonable access to the widest spectrum of informational services possible.

Logically, what I have enumerated in the foregoing are local activities, services and programs which should be paid for out of locally generated revenues. More and more, however, our cities are finding it extremely difficult, if not impossible, to support the broadening range of needed services with shrinking local dollars. Since almost 90% of the Spanish surnamed population resides in urban areas, the prospects of using local funds to expand existing library services or to initiate new services to this segment of the population are truly dim. Since the library needs of the Spanish-speaking Americans have been so long neglected, it is only reasonable to expect the resulting imbalances to be corrected by application of special outside funding, both to initiate service where none exists and to improve and maintain adequate levels of library services to Spanish surnamed people elsewhere. High priority should be given to library programs serving the specific informational, educational and recreational needs of the Spanish-speaking, particularly in states with significantly large Latino populations.

Regional and state programs should fund some of the kinds of offerings and activities mentioned previously; namely, recruitment efforts, scholarships, fellowships, grants, as well as expenses incurred during internships, staff exchanges, attendance at conferences, institutes, field trips and visits. HEA Title II type funding can assist with many of these.

Funding of interlibrary or some similar kind of inter-institutional cooperation would enable public libraries and information centers to work together more effectively with other types of libraries and organizations. Such funding through the Library Services and Construction Act has never been adequate to the real need; it should be increased, and expanded to include the kinds of cooperation touched on above.

In summary, when considerations of size of the Spanish-speaking population in this country are added to decades of neglect suffered by this segment of our people, it is apparent that the problem is much more than a local concern. It is truly a national responsibility. Accordingly, I hope that your Honorable Commission will devote special attention to the informational needs of the Spanish-speaking and that your actions will result in a national effort to remedy this long-standing inequity.

Respectfully yours,

William Ramirez

William Ramirez

FRESNO COUNTY FREE LIBRARY
2420 MARIPOSA STREET, FRESNO, CALIFORNIA 93721
MRS. ALICE F. REILLY, LIBRARIAN

October 13, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, Northwest
Washington, D.C. 20036

Dear Mr. Burkhardt:

This is in answer to the request for information about library needs and projected services to adults for Fresno County and the San Joaquin Valley Library System.

Our most pressing needs are listed below in order:

1) Additional staff (present ratio: one professional librarian to seven clerical staff; one staff member to more than 30,000 population)

2) Additional stationary and mobile service outlets in the rapidly growing urban county area

3) Continued support of demonstration projects funded by LSCA which have had notable success and impact on residents of the San Joaquin Valley Library System:

    1) Cooperative reference service
    2) Intensive reference service to business and industry
    3) Bilingual service to rural disadvantaged ethnic minorities
    4) Service to handicapped, shut-in, and aging

The above LSCA projects, except for the last one listed, have had to be continued through additional local property tax levies because use of the services is growing continuously and need for the services has been demonstrated beyond our original anticipation. The service to handicapped, shut-in, and aging is in the first year of a two year grant period, and use of this service has already exceeded our anticipation, although the project has been in effect only since July.

Application has been made every year for four years for a mail catalog service for the San Joaquin Valley Library System, but this has not been approved for funding. We believe it is the only possible method of reaching our residents who live in mountain areas far removed from library service outlets.

Fresno has the same problems as other libraries operating in counties with a large urban population surrounded by rural agricultural population. Our elected government officials tend to be more concerned with service to the rural communities than to the urban community, and as a result the urban population which needs more sophisticated library service is not receiving its fair share.

The Fresno County Free Library is now engaged in conducting an intensive house-to-house survey of library needs and usage in the low income areas of metropolitan Fresno City and County. Utilizing four Library Research Assistants employed under the Federally funded Emergency Employment Act, information about existing library services is given to the householders at the time of the interview. The computer processed results of the survey will be available by October, 1973. We expect to base our future service to the adults in these areas on the findings of the survey which will indicate fields of interest, service needs, and the reasons for non-use of existing library services. The results of the survey should be of interest to other libraries serving bilingual or multilingual populations in an urban environment.

Thank you for the opportunity of presenting this summary of our problems to the Commission.

Sincerely yours,

Alice F. Reilly

(Mrs.) Alice F. Reilly
Fresno County Librarian
Chairman, San Joaquin Valley Library
System

AFR/gb

TESTIMONY
FOR
NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE
November 29, 1972
SAN FRANCISCO

My name is Maryan E. Reynolds and I am State Librarian in the State of Washington. I wish to express my appreciation to Chairman Burkhardt for the opportunity of sharing some thoughts with the Commission members.

You requested that my remarks be directed to the problems of state library development as related to regional and national library development. Our problems are the same as those facing libraries at all levels:

1. Structure for best service
2. Funding--adequate and responsive
3. Application of technology to improve service.

Peter Drucker in his Age of Discontinuity stressed the importance of the knowledge industry of which libraries are a key component and have been for centuries. We should remember that information retrieval is the reason for being of libraries. Methods for retrieval change, yes, and libraries must utilize methods which do in fact improve their ability to locate and produce information when needed. This is a job which cannot be done institution by institution, not even state by state. From our vantage point it appears that the most important job the National Commission can perform is to see that at the national livel there is development of programs for economical and wise use of technology in library service. The need for the development of a bibliographic data base at the national level is urgent. If steps are not taken we will find ourselves no better off in terms of being able to utilize all resources than we are with our current "go-it-alone" procedures. In addition to being chaotic it will also be expensive chaos.

One of the greatest disappointments was the decision of the Library of Congress not to proceed with retrospective conversion after the RECON project. We feel very strongly the National Commission has a responsibility to work with the Library of Congress in moving ahead on this project. Research and development efforts of a national magnitude must be focused on the solution of problems in effective storage and retrieval of information.

Funding of public libraries is also a problem of national concern. Your body has gone on record in regard to the need for re-examination of existing methods and have urged that as school support pattern moves from the local property tax libraries should pay heed. What we need is a forceful, documented position by the National Commission to help strengthen our efforts at the state level. Once funding for public libraries, school libraries, and state supported college and university libraries eminates from the same source, institutional barriers will be easier to eliminate thus making total resources available to all. The property tax is simply not responsive to the needs. People are present and demanding service long before any income to cover the increased demands is generated. In our state the property tax has had increasing restrictions placed upon it until we have the incredible situation where less money in 1973 will be available than was available in 1972 even though assessments have risen. To explain this would require more time that the Commission members have, but the situation exists and will result in some drastic cutbacks in service unless our state takes action in the upcoming 1973 Legislative session.

We have read a statement prepared for submission to this body by three gentlemen from Pennsylvania State University. The paper shows a lack of understanding of public libraries and library service and makes sweeping statements concerning the library world based on a parochial eastern view. To cite a single example as evidence of a national trend of rejection is sloppy work to say the least. To isolate voter rejections of bond issues and special levies for libraries as a rejection of library service is to ignore the same rejection of issues affecting so-called "essential services" and to ignore some highly successful library votes against a general negative trend at the polls. To equate bookmobile service, books by mail with the service of the central library in a system of any size is folly. One is not an "alternate" to the other.

We support the writer's interest in developing better management information for library operations but we refuse to develop a "mia culpa" attitude that none of us have done anything in the area of program planning and budgeting. We can hold our own with any social service agency in this regard and in fact come out ahead of most including the field of education. Perhaps our near-violent reaction to the smug assumptions in the paper is based on the fact we spent a goodly sum with economists for the development of a cost-benefit decision making model which they did not produce. Their attitudes remind me of the automation expert who came to share his wisdom on information retrieval with a group of librarians and announced that they had learned that the basic problem was "the way people ask questions!" One day in a fairly busy library would bring that nugget of knowledge home to even a slow learner. Our plea is to recognize need for aid in improving management tools without denigrating present progress.

The problem of structure is also of prime importance as we see evidence of growing restiveness that the public is rebelling against the cost of maintaining territorial imperatives for the ego satisfaction of indivisuals.

Recently the topic of "cooperation" was discussed by a group of librarians. Cooperation is a nice sounding word used to avoid having to yield any territory! The profession has bandied this around for years yet there are plenty of examples of how institutions can combine to provide better library service, or in the venacular, provide more bang for the buck! Whether any one structure is per se better than another no one is knowledgeable enough to be able to say. There are elements which when present assure success. For what they are worth the following are the ones this speaker sees as essential:

1. a passionate belief that any action leading to better service is a desirable action;
2. willingness to yield authority for the greater good;
3. firm funding base;
4. legal base;
5. a structure that will survive changes in personnel;
6. provision for growth and change.

We in our state offer our wholehearted support for the Commission and look forward to significant efforts on behalf of the library user in forwarding the progress of libraries

WSL
MER:AB
10/27/72

P.O. Box 5477
China Lake, Ca 93555
16 October 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

Thank you for your invitation to submit written testimony relative to the regional hearing your commission has scheduled for San Francisco on 29 November.

Although my calendar indicates that it is unlikely that I could attend this hearing, I am no less vitally concerned about the status of libraries, and particularly public libraries.

I served as a trustee for the Corona (Calif.) Public Library from 1963 to 1971 and as Chairman of the Board from 1967-1971. In addition as President of the Trustees' Division, California Library Association (CLA) during 1970, I toured the State of California as well as serving on an Ad-Hoc committee which led to the reorganization of CLA in 1971. While I am not at present active in library service in an official capacity, I believe that my past service and continuing interest qualify me for constructive comment.

At least in California, libraries (and particularly public libraries) are dominated by the professional librarians. Perhaps this is as it should be, since trustees and other local officials tend to be parochial in their outlook, while the professionals have a broader appreciation for diversity in a field badly lacking in diversity.

However, the need for inspired and motivated lay support of library services is important for several reasons:

a. Library costs have been increasing while sources of financial support have been decreasing.

b. Library collections are heavily concentrated in California in the large metropolital areas, and are in large measure obsolescent in smaller communities, with little hope of upgrading without inter-library support.

c. The fine concept of sharing library services through Library Systems, as embodied in the California Public Library Services Act of 1963, has been stifled in large measure by severe limitation on State appropriations.

d. The concept of total library service for all citizens, while generally endorsed as a concept, has not been supported financially and thus remains as a laudatory but unsupported concept requiring study and support.

e. The role of library trustees and commissioners has become increasingly advisory to City Councils and County Boards of Supervisors, with the net result that professional city managers and county administrative officers tend to by-pass trustees in the allocation and expenditure of local, state or federal sources of revenue.

f. Library buildings and facilities have not been kept in line with the population growth, and their replacement or improvement is too often the result of political decision based on priorities for resources.

These problems are well known to key professional librarians, who must be commended for their devotion to the public interest. But the rank and file professional librarian is often inept in public relations, management, and associated fields; is preoccupied with "librarianship" and professional status; and is thus too often unable to attract needed lay support. The net result is public dis-service.

In my humble opinion, our national heritage and the American future demand the kind of understanding which comes through knowledge; and knowledge is in turn dependent upon the widest possible availability of library resources. Every citizen ought to be able to obtain on request, with assistance as necessary, any document in the public domain, free of charge, for study. His local library ought to be the focal point for this service.

The Commission has a vital opportunity to serve the public interest. While the testimony being solicited will suggest many approaches, I feel as an interested layman that the following areas are worthy of major consideration:

a. Review towards broadening of the standards for professional degrees in the Library Sciences. These standards should include mandatory training in public relations, business administration and finance as well as in technological fields associated with the growth of the information sciences, particularly for candidates for Head Librarianships.

b. Review of the status of library trustees, commissioners and others associated with library management responsibilities, towards re-definition and consolidation of responsibilities for performance, as well as for selection.

c. Coordinated study of the financial support of library operations, construction and services, particularly at the local and supportive levels. The rationale for local support, based on the rationale for local control, should be closely examined as to its continuing validity, and considered within the context of Federal and/or State support in supplementing locally-derived financing, possibly in terms of per-capita grants based on minimal standards of local support and evidence of inter-library cooperative services.

d. Development of an informational bulletin for trustee guidance in the areas of management information. Trustees, in search of information on how to hire a Librarian; what to pay for qualified personnel; how to budget for personnel, services, materials, buildings and maintenance; these and other management aspects are currently widely scattered as to availability, suspect in terms of continuing viability and validity, and are thus in need of a measure of coordinated effort by impartial means towards suggested standards and continuing information inputs.

Above all, I would recommend that the Commission consider ways and means of developing public interest and motivation. There is a certain public conviction that "libraries are built for librarians". While this is no doubt an unwarranted conclusion, it is unhappily parochialism among librarians who have not yet joined the 20th Century, and by laymen who are not abreast of the impact potential of the information science technologies. In any event, the theme of "libraries built for people" deserves support, wide encouragement and dissemination.

Library trustees and commissioners in California, to my knowledge from visiting 42 groups throughout the state in 1970, vary widely in terms of their capabilities, devotion, convictions and unity. In almost all cases, their show of attention is limited since their service is largely ex-officio and allegiance is thus as a practical matter divided. But all, I think, are fundamentally interested in library service and its improvement. Any effort towards unification would, I believe, bring useful returns to the public benefit.

Thank you again for this opportunity to respond with my comments to your inquiry. I hope sincerely that these comments may be useful, and I commend your efforts.

Sincerely yours,

Stanley Reynolds

Stanley G. Reynolds

cc:
Mr. Gerald Stewart
Chairman, Board of Trustees
Corona Public Library
Corona, Calif. 91720

Sonoma County/Santa Rosa Public Library (Mr. David Sabsay)
3rd and E Streets
Santa Rosa, Calif. 95404

Mrs. Jean Smith
1114 N. Florence
Burbank, Calif. 91505

P.O. Box 5477
China Lake, Ca 93555
16 October 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W.
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In my humble opinion, our national heritage and the American future demand the kind of understanding which comes through knowledge; and knowledge is in turn dependent upon the widest possible availability of library resources. Every citizen ought to be able to obtain on request, with assistance as necessary, any document in the public domain, free of charge, for study. His local library ought to be the focal point for this service.

The Commission has a vital opportunity to serve the public interest. While the testimony being solicited will suggest many approaches, I feel as an interested layman that the following areas are worthy of major consideration:

a. Review towards broadening of the standards for professional degrees in the Library Sciences. These standards should include mandatory training in public relations, business administration and finance as well as in technological fields associated with the growth of the information sciences, particularly for candidates for Head Librarianships.

b. Review of the status of library trustees, commissioners and others associated with library management responsibilities, towards re-definition and consolidation of responsibilities for performance, as well as for selection.

c. Coordinated study of the financial support of library operations, construction and services, particularly at the local and supportive levels. The rationale for local support, based on the rationale for local control, should be closely examined as to its continuing validity, and considered within the context of Federal and/or State support in supplementing locally-derived financing, possibly in terms of per-capita grants based on minimal standards of local support and evidence of inter-library cooperative services.

d. Development of an informational bulletin for trustee guidance in the areas of management information. Trustees, in search of information on how to hire a Librarian; what to pay for qualified personnel; how to budget for personnel, services, materials, buildings and maintenance; these and other management aspects are currently widely scattered as to availability, suspect in terms of continuing viability and validity, and are thus in need of a measure of coordinated effort by impartial means towards suggested standards and continuing information inputs.

Above all, I would recommend that the Commission consider ways and means of developing public interest and motivation. There is a certain public conviction that "libraries are built for librarians". While this is no doubt an unwarranted conclusion, it is unhappily parochialism among librarians who have not yet joined the 20th Century, and by laymen who are not abreast of the impact potential of the information science technologies. In any event, the theme of "libraries built for people" deserves support, wide encouragement and dissemination.

Library trustees and commissioners in California, to my knowledge from visiting 42 groups throughout the state in 1970, vary widely in terms of their capabilities, devotion, convictions and unity. In almost all cases, their show of attention is limited since their service is largely ex-officio and allegiance is thus as a practical matter divided. But all, I think, are fundamentally interested in library service and its improvement. Any effort towards unification would, I believe, bring useful returns to the public benefit.

Thank you again for this opportunity to respond with my comments to your inquiry. I hope sincerely that these comments may be useful, and I commend your efforts.

Sincerely yours,

Stanley Reynolds

Stanley G. Reynolds

cc:
Mr. Gerald Stewart
Chairman, Board of Trustees
Corona Public Library
Corona, Calif. 91720

Sonoma County/Santa Rosa Public Library (Mr. David Sabsay)
3rd and E Streets
Santa Rosa, Calif. 95404

Mrs. Jean Smith
1114 N. Florence
Burbank, Calif. 91505

Please return to:

National Commission on Libraries
  and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Please check the following as they apply to you:

☒ I shall submit written testimony for the official record by the middle of October 1972.

☐ I do not plan to submit written testimony.

☐ I plan to be present at the regional hearing.

☒ I do not plan to be present.

☐ ~~My testimony is below:~~

I recommend that you contact the following person(s) to obtain written testimony for the official record: (Name, position or title, complete address, telephone number, include area code, please)

In my 23 years of teaching in small native Alaskan villages, I have made great use of the Alaska library services; the books provided every month have done much to enlarge the horizons of children who see no other part of the world then their immediate environment. My family has benefited from the monthly boxes of books sent to us, as have many other families who live far from a library; special requests for a certain book were always filled if possible. In 1972 the State Library provided a tape recorder and "talking books" for a blind Eskimo lady in my village, Napaskiak; her family and neighbors enjoyed the books as much as she did. All in all, I think the Alaska Library Service is doing a wonderful job.

From:

Name Edward T. Rogan

Position or Title Bureau of Indian Affairs Principal (retired)

Address P. O. Box 540

City/State Palmer, Alaska 99645

Telephone (Area Code) 907-745-4375

COUNTY OF SAN MATEO
SAN MATEO COUNTY FREE LIBRARY

25 TOWER ROAD, BELMONT, CALIFORNIA 94002
(415) 573-2056

VIRGINIA L. ROSS
COUNTY LIBRARIAN

October 13, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for asking me to submit written testimony for consideration by the Commission in setting its priorities.

The following comments are submitted in response to your request that I direct my attention particularly to trends in service to adults in public libraries--how user needs are to be ascertained, met and paid for.

FUTURE TRENDS

1. Development of community information centers. This encompasses much more than the traditional concept of the library as a disseminator of printed information. In addition to access to recorded information, there is a need for public access to non-recorded information (e.g. information on services and resources available from community and governmental agencies). A variety of disciplines are directing attention to the need for such centers and how they might be organized, administered, and operated. These considerations include the use of new technological developments such as teaching machines (e.g. PLATO), Cable TV, Communication Satellites, Computer Data Banks, etc. I believe the public library is the logical agency to serve as the local outlet or access point for such community information centers. However, this can not be achieved without national coordination in the planning, research and development stage and in establishment of guidelines for the organizational structure and financing of such centers.

2. Increase the awareness of the general public of services and resources available through libraries. Utilize new techniques developed in "Outreach" projects to increase effectiveness of service to other segments of the population, i.e. apply relevant outreach techniques in the provision of service for the "middle class" segment of the population. Since these techniques are non-traditional, there will likely be resistance at the local level to funding of such projects, and therefore there will be a need for funding from other sources in the initial demonstration of the effectiveness of such an approach.

3. Development of library networks. Such networks will make it possible to utilize available resources of all types of libraries without unnecessary duplication of resources and/or delays in access. In order for the networks to function effectively, we need knowledge of existing resources, means of bibliographic identification and location information, technological means of prompt access and an administrative structure which makes access possible. This will also require a study of structure, a determination of costs for such service and adequate funding.

   Also needed is an analysis of appropriate levels of service, i.e. community level, regional resource center, research library, definition of function of respective units, and determination of the appropriate agency for provision of the respective service level. For example in San Francisco Bay Area, should there be consideration of regional government as an appropriate agency for administration and funding of regional library services?

4. Funding. Need determination of costs of components of library service as well as of service at the various levels. As noted above, there is a need to determine the appropriate agency for financial support of the respective service levels. This in turn involves a study of the whole matter of financial support for library service. If an educated public is a national resource in a democracy, should the support, and therefore the resultant quality of service be left to the varying and eroding resources available from the local property tax. It is imperative to consider alternative sources of financing which can be utilized to develop good library service which will be available to all citizens, regardless of their place of residence. If revenue sharing is to be the basis for distribution of Federal funds, it will be necessary to find a means to insure that an adequate share of such funds are used for library purposes.

5. Ascertaining user needs. Analysis of needs as expressed through requests made at libraries, such a study should also consider at what service level the request is met, and examine requests which are unmet due to unavailability of material or lack of information as to where material is located.

   Patron surveys.

   Surveys of non-users.

Thank you for your consideration of my comments and suggestions.

Sincerely yours,

Virginia Ross

Virginia L. Ross
County Librarian

VLR:eg

Edward R. Roybal
California
House of Representatives

I would like to thank the National Commission on Libraries and Information Service for extending me this opportunity to submit a brief statement on the plight of libraries in the central cities of this country.

The American city is undergoing a unique phenomenum that has resulted in social services, like the library system, being caught between forces that are pulling it in two directions at once. We are witnessing the flight of many middle class whites to the suburbs and the consequential destruction of the central city's tax base which is used to finance the city's social services. The result of this phenomenum is that the central city is being populated by an ever increasing percentage of minority groups who need a proportionately greater amount of social services than the middle class at the very moment that the cities have found it more difficult to raise enough revenue to keep vital services at their present levels. Finally the situation is being exacerbated by commuters who use the social services of the central city but make no contribution toward the maintainance of the services they use.

The problems faced by the Public Libraries in the city of Los Angeles provide the classic example of the results which afflict the intercity as a result of the suburban flight. There are 30 public library systems in the county of Los Angeles including the Los Angeles Public Library. Last year the other 29 public libraries had an average annual per capita income of $9.13; at the same time, the annual income per capita for the Los Angeles Public Library was $4.98. This difference can be traced to the shrinking tax base in the city of Los Angeles. Yet the Los Angeles Public Library serves as the information resource and research center for the entire metropolitan population of more than 12,000,000 people. Library surveys show that more than 20% of its users reside in the county beyond the city limit. The survey further showed that the library was ~~spending~~ more than one million dollars to serve the needs of these nonresidents even though they make no contribution to the maintenance of the library system.

Los Angeles, like other major American cities, has a high percentage of low income and minority groups living within its limits. Many of these people have had limited educational backgrounds and libraries have found that developing programs which will stimulate their interest in books is more expensive than in middle class areas.

Finally, at the same time that revenues for the library have been cut back, the library has been faced with the problem of coping with inflation. This problem takes the form of rising book and periodical prices and requests for higher salaries for staff personnel.

Of course, the most logical way to solve the problems facing libraries as well as the other providers of social services in the inter city would be for every locale to adopt a metropolitan approach to local government. But short of that change the libraries of our central cities need a massive infusion of federal funds. The money would be used to underwrite more outreach programs to insure that people who have poor reading backgrounds have greater access to the library, and to increase the library's service staff so that it can more adequately meet the crushing demand for information. We need to seriously consider and correct the problems facing our central cities' library systems or we shall soon find that the ability to obtain books and information to better one's self has been seriously curtailed.

Date Submitted: Oct. 12, 1972

OREGON LIBRARY ASSOCIATION | TRUSTEE SECTION
1238 N. W. Washington Blvd.
Grants Pass, Oregon 97526

17th October, 1972

Mr. Frederick Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

The Oregon State Library published Oregon Public Libraries by Martin Myhre in March, 1972. I believe that the National Commission will find in this study a very clear picture of the needs of libraries in our state.

The most compelling information in the book, to my mind, is that 417, 063 people in Oregon have no direct public library service. Our first problem is to meet this need. Geography and economics force us to look for new ways to provide library service. Many people here wish that we could use our books and other materials more efficiently. This means, to me, that we find ways through catalogs, bibliographic services, communication devices, of disclosing our resources to one another.

Use of these devices implies well-instructed librarians. Certainly, high on the list of library needs in Oregon is the need for professionally trained librarians, librarians who know how to reach materials very distant, perhaps, from their small communities.

Cooperation on a regional basis is one way that people here hope to extend library service. So far almost nothing has happened in this field, although we have talked about it for a long time. Here in southern Oregon the Southern Oregon Library Federation conducts several projects in cooperation and meets quarterly, but it is really the only such venture I am aware of in the state. Such efforts need encouragement.

Finally, I would like to mention needs in my own particular field of interest, trusteeship. I believe, obviously, that good trustees can do much to promote libraries. In Oregon trustees as a state-wide group are totally ineffectual, I think. I think many boards are extremely useful on a local level, but they are certainly isolated and have very little impact on library service in Oregon as a whole. Part of this is because some of them serve with unprofessional librarians of little vision. Part of it is, again, a matter of the geography of this large, thinly-populated state. Trustees should be a bridge from librarian to community and a force for legislators to reckon with. We must try to make them live up to their possibilities in Oregon.

Very truly yours,

Mary Salisbury

Mary Salisbury
Chairman

Corvallis Public Library 645 N.W. Monroe Ave. - Corvallis, Oregon 97330

Thank you for the opportunity to express myself on the effectiveness of the Public Library.

We need more cooperation, more inter-communication. The vast amount of publication is overwhelming and how can we provide so much material - and where would we put it if we had it. We need to have union catalogs, more inter-library loan, a Watts line or Telex communication system. We can certainly work toward central computerized ordering cataloging and processing for a large area. We would hope that someday our patrons could receive more and better up to date information on a teletype like machine and also that we could have ready access to materials indexed.

I believe there are few libraries who are coming close to meeting their patrons' needs. We still have too many librarians who are not progressive. They do not weed their collections or keep current on acquisition. They refuse to follow the Library Bill of Rights and disregard the purposes of our Freedom to Read or Intellectual Freedom statements. They go their merry old-fashioned way.

We also have poor readers guidance services. We need to provide greater one-to-one contact with our patrons without being obvious or a nuisance.

Many libraries are striving to be innovative and creative. We are trying to meet the many changes that come each day but we are hampered by lack of funds and the man power to carry out our many ideas and wishes.

Librarians who are professional and progressive know what is possible and are working hard to bring the ultimate to their patrons. They are also frustrated and impatient.

May I say one thing about new buildings? Librarians like any other professionals need to have more say in the design and planning of library buildings. They need to be built from a workers point of view - designed for the service that will be provided. Our buildings end up being architect's dreams come true and librarians' nightmares for years to come.

Section 2 of Public Law 91-345 states that the Federal Government will cooperate with State and local governments and public and private agencies in assuring optimum provision of such services.

With this goal why do public and other libraries remain so vulnerable. Libraries are the political football, the scapegoat on the local level to be used to empathy and sympathy and force an election for higher taxes for the local jurisdiction. All over the nation libraries are being closed, cut back in staff and money, etc. It will take years to bring our standards up again.

I do not know why everything else is required by law but the library. We are the ounce of prevention not the pound of cure that police, fire, public works, etc. are. We are the positive approach to the needs and desires of people. We function to give a progressive uplifting service yet we are the most vulnerable. We would be the first to be annihilated.

We need to work on the goal of Section 2. I can see little results of it so far.

Section 4 on grants and gifts is thorough in its explanation but I feel it would be well to make a list of those grants and gifts available to the profession and the public. I'm sure we all wish to be aware. We need to know more of what the commission is doing as well.

I am not aware of any significant work being done in regard to Section 5 (2). The commission could involve state and regional professional organizations more in this excellent endeavor. We would like to be more involved and informed on #5.

In the State of Oregon the Oregon Library Association is presenting a bill to the 1972-73 legislature asking for state aid for public libraries. You may obtain copies of our position papers and the bill from Mrs. Katherine Eaton, Bureau of Government Research, University of Oregon, Eugene, Oregon 97403.

I am not too old in the Library profession but a little older than the commission. I would compliment you on the fine ideals, the excellent goals, and the achievements that have been yours to date.

I offer my support and sustain you in your endeavors to upgrade and promulgate library service in our nation.

Respectfully,

Kay H Salmon

(Mr.) Kay H. Salmon
Library Director

KHS/bm

WRITTEN TESTIMONY CONCERNING
THE USE OF STATE LIBRARIES BY GOVERNMENT

Submitted to: National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Submitted by: William A. Schneider, Editor
MONTANA OUTDOORS
Department of Fish and Game
Helena, Montana 59601

I'm somewhat unfamiliar with the total concept of your commission, its services and its financial difficulties, so I'll avoid all comment there.

I am, however, very conscious of the research needs of a publication such as MONTANA OUTDOORS. (For the record, it's a nonprofit, noncommercial conservation magazine, 40-48 pages in length and using full color.)

I have a small and very busy staff that is hard-pressed to put out a quality publication on a regular basis. That is, of course, a financial problem on our part and no concern of yours.

However, without the services offered by the Montana State Library, our chore would be significantly more difficult. There is very little time for us to spend hours, or even days for that matter, tracking down research material for a particular feature article. Instead we go to the state library, spend an hour or so pouring through card files and reference books and usually return to the office with what we need or at least with it on order via inter-library loan.

Now, if the state library wasn't here and willing to help us with out research it would, in turn, involve additional staff or a lower quality magazine. Unfortunately, because of the dictates of our budget, the latter would probably be the case.

I believe state libraries such as Montana's should remain, and, in fact, be improved and refined to increase their usefulness to government personnel such the MONTANA OUTDOORS staff.

Two areas come to mind that could be improved in our library, both of which, I suspect, are financial matters--pure and simple.

Of major concern to us is the speedy accessibility of past legislation--national and state. Copies of acts of Congress seem to be available on short order with a quick trip to the photo-copier. State laws, often of primary interest to us, do, however, require more time than we sometimes have.

Secondly, some work could probably be done on the organization of material, so it could be more easily found by the lay person. After someone is familiar with all systems and policies of the library this presents no stumbling block. At first, however, it does. This hasn't been a significant problem for us, but I suspect it has for the occassional user. And perhaps this is an occupational disease of libraries that can't be cured with a wave of the financial wand.

All in all, I feel the Montana State Library meets the needs of this agency, and that it, in fact, could be considered a necessity. And I know of other agencies in Montana State government that would concur.

William A. Schneider

William A. Schneider, Editor
MONTANA OUTDOORS

WRITTEN TESTIMONY CONCERNING

THE USE OF STATE LIBRARIES BY GOVERNMENT

Submitted to: National Commission on Libraries
and Information Science
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William A. Schneider

William A. Schneider, Editor
MONTANA OUTDOORS

Circle Public Schools

DISTRICT NO. 1, McCONE CO.

LOUIS M. SCHNEBLY, SUPT

CIRCLE, MONTANA

TRUSTEES:
Clayton W. Myhre Chm
Milton Gass
Lee Witte
Ralph Zabrocki
Phillip Haglund
J. R. P. Reinemer
John Murphy
Peter Olson
Clair Schillinger

Robert G. McDonald
High School Principal

Marian E. Schuld
District Clerk

October 11, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W. Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Detailed information concerning The National Commission on Libraries and Information Science was most welcome, and I am pleased to have the opportunity to comment in writing.

I do not feel that the Commis~~ion~~sion should be a part of the Department of Health, Education and Welfare. The Commission could too easily lose its identity and also be the victim of arbitrary funding cutbacks or generalized legislation. Not to be overlooked in the possible change of administration philosophy and priorities every four years. Nor am I convinced that a curtailment of gifts is adviseable or necessary.

Adequate library service should be as available to every individual as compulsory education. It should be a guaranteed right and not one available only on the whim of individual communities and their electorate. Many areas are dependent on school boards not fully aware of their responsibilities as trustees. I feel candidates should state philosophies and goals publicly on filing for office, be acquainted with school law and the trustees manual. Members should periodically visit all departments of their respective schools. At present there are some 45,720 schools in this country without libraries or access to service. No board of trustees should tolerate this situation. In addition, each state should have a school library supervisor in its education Department.

I am encouraged that there is an ever-growing awareness of libraries as multi-media centers as evidenced this year in the change in ESEA Title II regulations. Schools may now order books, AV software, periodicals, records and other media with their allocation. Not every student is stimulated by the same approach, and educators and librarians are rapidly recognizing the importance of the multi-media approach.

Public libraries should be accredited or meet standards as schools are required to do. Federations of adjacent counties, such as we have in Montana, provide some of the answers, particularly for rural or sparsely populated areas. Lists of centralized area holdings and union catalogs are especially valuable. Our state libraries and bibliographic centers such as Pacific Northwest Bibliographic Center provide all of the services possible with the funds available. Duplication of services and materials of public libraries and school media centers should be avoided. Consolidation of resources while retaining identity should be the keynote.

It should be the right and duty of every state librarian, or a qualified member of his staff, to visit each public library in the state to make recommendations which will upgrade and consolidate services. State librarians should not have to wait for an invitation from librarians or library boards. Those "invitations" are too often not forthcoming. No hairdressing establishment or restaurant extends such a request to insure that standards are met. Why should an institution as important to every citizen as a library be an exception?

I am concerned about library service to our Indian Reservation people. Most individuals are not culturally deprived from choice. Library service workshops and training programs should be conducted on reservations as they are in other towns and cities throughout the state.

Citizens could be educated to demand better library service if they were aware of the diversity of benefits available to them through their public libraries and school media centers. Our state library in Montana conducts an excellent program of promotion regarding their holdings and services. Mr. David Hoffman, Montana State Librarian, should be commended for his admirable efforts and could provide your Commission with much valuable information concerning the needs of Montana and the Pacific Northwest.

As someone once remarked, "it all boils down to money." People in deprived areas many times lack even transportation to a central library. Librarians themselves are not always receptive to patrons who "look different", have a language barrier or are just too timid to ask for help. Bringing services to the people until they become library oriented and more confident has been a solution. Also hiring ethnic group aids and librarians to establish rapport with their own people has made for a more confident approach by the patron.

The preceding remarks are neither new nor particularly revolutionary, but I do feel they represent, in part, the concerns of many librarians, educators and citizens of Montana.

Respectfully submitted,

Virginia C. Schulte

Virginia C. Schulte (Mrs. W.H.)
Librarian, Circle High School
Member, State Library Advisory Council

FRIENDS OF THE SAN FRANCISCO PUBLIC LIBRARY
CIVIC CENTER · SAN FRANCISCO · CALIFORNIA 94102 · KL 8-3770

October 31, 1972

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

I am pleased to have the opportunity to reply to your letter of October 10, 1972.

In my view, the libraries of our country are suffering from pernicious anemia, yet the citizenry is not aware of this. The most direct cause of this malady is that in budgetary decisions the library is low man on the fiscal totem pole, with the consequence that services to the community are severely reduced. Staff is limited in size, remuneration, and quality; library hours are shortened; collections are stunted in their growth; and affirmative out-reach programs are curtailed.

This deterioration takes place quietly but inexorably. Cutbacks are often concealed in those areas - e.g., technical services - not readily apparent to the public. There is rarely a public outcry because the public rarely knows how serious the problem is.

It is my belief that the first priority of the National Commission should be to officially diagnose, and to fully inform the people of, the imperiled state of public libraries and information services in our land.

Secondly, I recommend the prompt establishment of a nationwide media campaign to let people know what excellent library and information services are and what they can be. If citizens don't know what quality is, how can they aspire to it? How work for it? How demand it as a right equal to that of free education for their children?

The tragic weakening of our library and information services at a time when information and knowledge have proliferated, leaves us with a citizenry actually unaware of high standards of quality in the library. The cutbacks and curtailments have too often gone unremarked - not only because they tend to be piecemeal and are often hidden or disguised, but largely because the community has no explicit measurements of robust library health. Without such standards, few can appreciate the mortal danger into which libraries have fallen.

Here in San Francisco, a group of dedicated citizens were brilliantly successful in galvanizing public support for the libraries at a time when service was drastically threatened. It was a superb accomplishment, both educational and organizational. But for such effectiveness to be maintained, and for this kind of movement to become widespread, there must be a vastly greater general understanding of the libraries' condition.

By way of example, businessmen - particularly in communities which are focal points for the commerce of their areas - must be made aware that excellent library and information services are needed to keep and to attract trade and industry. In a city such as San Francisco, our high concentrations of commercial, professional and educational undertakings demand a commensurate concentration of available information. They demand resources of relevant material, both sufficient and accessible, for their daily needs, and also for the continuing self-education of the labor force. But businessmen generally do not know what libraries are doing and can do for them.

I feel that the National Commission should mount a thoughtful and sustained campaign in all media to demonstrate excellent library and information services. Only when such goals have been established in the public mind will citizens settle for nothing less than superior free public library systems. Only then will community support expand to its enormous potential.

This kind of informed support is a prerequisite for the magnitude of increased budgeting for libraries needed at every level of government. We require and must demand much higher levels of funding from our cities, our states, and our federal government.

As President of the Friends of the San Francisco Public Library, and as an individual who believes that libraries are among the central institutions of our society, let me summarize my several recommendations to the Commission:

- * tell us how mortally sick libraries really are;
- * describe to our citizenry what superior library and information service is and can be;
- * lead the way for a program of long-range federal and state funding to guarantee the future of the American library system.

Very truly yours,

Theodore R. Seton

Theodore R. Seton
President

lr

BOEING

SEATTLE SERVICES DIVISION

October 25, 1972

4-8210-0010-003

Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street N.W., Suite 601
Washington D.C. 20036

Dear Dr. Burkhardt:

This is in response to your letter of September 22, 1972, asking for testimony for the San Francisco Commission Hearing. Since The Boeing Company, at this writing, intends to sponsor a witness at the hearing I will make my suggestions brief.

1) Of prime importance to the status and mission of libraries and librarians in the United States is the establishment of a national library. Such a body should provide lending and photocopy service from a comprehensive collection of both published and unpublished materials. It should also provide the necessary leadership to develop cost standards for library service; professional standards for personnel in the information field; and standardized information products, software and hardware.

2) A permanent national "commission" is required, with appropriate funding to establish national priorities for developing programs to satisfy increasing information requirements; to improve bibliographic access to information; to implement a cataloging-in-source program; to develop uniform computer software packages potentially usable by all libraries; to develop a national network of regional information centers which could be tapped by all libraries and priced according to their ability to pay. This body should be a working, not an advisory, agency and it should be so situated within the federal structure as to have full powers of implementation.

3) Even within the federal government itself, information resources are fragmented: Some are established according to subject (National Library of Medicine); some are mission-oriented (NTIS, NASA, etc.) Perhaps a national information department is required to pull these various information centers together. Creation of yet another agency need not inflate costs; by pooling resources, development work, and computer technology experimentation within literally dozens of federal libraries, cost conceivably could be reduced. Such an agency could be operated by the permanent commission suggested above and could include the national library within its jurisdiction.

I operate a library employing 40 persons and service some 20,000 Boeing Company employees in the Seattle area. At some expense we developed, in 1964, computer software for all of our internal bibliographic products. We do not catalog any publication available in indexes prepared by government or commercial agencies. Our book budget is modest and takes care of our hard copy needs only. We do not have unlimited funds to purchase highly desirable information products such as computer data bases; advanced film reading and audio equipment, and automatic distribution service from agencies who produce microfiche in a number of ever-diversifying subject fields. Major problems confronting this particular library are:

1) The prohibitive cost and non-standard formats of computer data base packages which make it impossible for many libraries in private industry to offer mechanized current awareness and retrieval services.

2) The cumbersome procedures and the flowtime required to borrow materials from other libraries, using the "seek-and-find" method (i.e., consulting NUC, writing letters to government agencies and private corporations); the increasing, and understandable, reluctance of large libraries to lend their materials; the growing inter-library loan service charges and photocopy costs.

3) The continuing controversy over the "fair-use" clause of the copyright law. Should the law be tightened, the bookkeeping and funds required to reimburse publishers would seriously impact the budgets of industrial libraries and their ability to keep information "moving." Copyright of non-print media raises yet another problem.

4) The rising costs of all publications. The average periodical unit cost for this library increased 31% in the past twelve months. Nor do commercial publishers constitute the entire problem; one wonders why an NTIS microfiche costs 95¢ when we can duplicate our own microfiche in-house for 8¢, including labor.

5) The excessive and unrealistic use of limitation statements and security classifications for government-sponsored reports. The costs to libraries for obtaining these documents and for safeguarding materials which obviously no longer have classified content, is high and duplicated throughout the country in government contractor libraries.

6) The confusion raised by non-standardization of microfilm products and hardware. An increase in reduction from 20x to 24x is understandable and easily adapted; the discussions of COSATI and industry to increase the reduction to 42x is disquieting but inevitable. However, a recent AF communique announcing the immediate dissemination of Federal Supply Catalogs on 48x microfiche is almost unbelievable. Irresponsible actions such as these, especially when the hardware manufacturers generally lag months behind a publishing program as cited above, means that some libraries will receive publications that they can neither read nor copy.

The special library which I represent will and does respond to calls from outside our parent organization for materials which are not proprietary to our company's marketing program. We would welcome the opportunity to include our books, periodicals and non-limited reports in an appropriate regional data base. We feel that we receive much more from the library community as a whole than we are in a present position to give.

I realize that all of the foregoing problems are indicative of the recent coming-of-age of the information industry and its related technological problems. Efforts are fragmented and duplicative, and changes, progress, and problem solutions find a voice only in the largely uncoordinated efforts of professional library and information societies. We commend the efforts of the commission to identify these problems and to seek the means for their solution.

Sincerely,

THE BOEING COMPANY

Ruth E. Shipp

Ruth E. Shipp, Manager
Kent Technical Library

Statement by the Honorable Dick Shoup of Montana for the National Commission on Libraries and Information Science hearing in San Francisco, California, on November 29, 1972.
In Re: National Advisory Commission on Libraries and Montana's Library Service
October 11, 1972

For the record, let me say that while efforts are being made to meet the National Advisory Commission on Libraries' goal of providing adequate library services commensurate with the needs of the people of Montana, there are several areas in which further efforts must be made.

Most notable among the problems currently facing Montana's library service is the critical shortage and excessive use of physical facilities. In the larger cities, most public library buildings are rapidly becoming crowded beyond the point of efficient staff operation or public use. Some smaller communities which have recently built libraries are, at this time, able to comply with demands placed upon them. However, due to the limited scope which is inherent in their size, they will have frequent problems in providing requested literature. In order to cope with this problem, it will be necessary to develop a means whereby libraries may be linked together to exchange information, to lend materials and to provide photocopies of necessary documents.

It should be noted further that the state library lacks an adequate collection for reference purposes. With limited back files of periodicals, with a minimal collection of government documents, with a shortage in its adult non-fiction collection, the library

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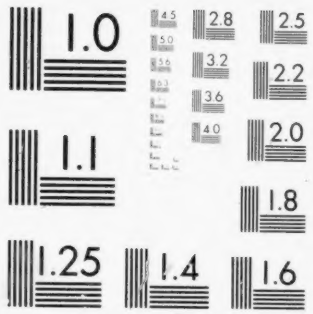
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MICROCOPY RESOLUTION TEST CHART
NATIONAL BUREAU OF STANDARDS-1963-A

can, through interlibrary loan channels, locate needed material when that material is identified in standard bibliographic sources. It cannot, however, conduct the in-depth reference service that is necessary to support the work of state employees engaged in research. It can neither provide the reference services necessary to support the work of the legislature, nor can it provide an adequate reference service for its other clientele.

Another vital consideration is the state's public schools' future accreditation. Although none of the state's schools failed accreditation due to inadequate library service during the 1971-1972 academic year, it must be noted that this accreditation was on the basis of standards which are now superseded by higher standards which will become effective in the 1972-1973 academic year. Even if accreditation is achieved in '72-'73, the school libraries fall short of meeting the demands placed on them by students--as evidenced by the continuing requests which schools make of public and state libraries.

Another area which has been sadly overlooked is library service to the handicapped and those in state institutions. Service to the handicapped frequently cannot provide, within the time required, necessary recorded materials. This is due to the fact that requests come not only for material recorded on Talking Books and similar media, but also for periodicals, newspapers, documents, and other information available only in print. While services to persons in local or private institutions have been significantly increased in the past four years, all too often the handicapped are not served by local libraries.

Matters which complicate these problems include the raising of revenue. Public schools must depend, for the most part, on property tax revenue for their operation. Many consider this source of funding to be unreliable and inequitable because funds for education vary from school district to school district. Further, public libraries, which serve the entire community, must compete for their support with general government, police and fire protection, welfare costs, and water and sewage services--all of which are essential at a time when property taxpayers are experiencing spiraling tax demands.

The needs of the library system in Montana are generally to keep pace with those goals established by the state and federal governments, and specifically to increase library facilities and expand those which are presently inadequate. We must also increase the capability of the state library to provide the timely resources necessary for state and local governments, improve our library services for the handicapped, and insure that public schools and universities achieve future accreditation.

The Congress of the United States has recognized the need for improvement and extention of library services. They have done so through a series of legislative measures. Perhaps the reason for this attention involves the premise that our national development is in a positive direction only if the American people come to understand their social problems and knowledgeably implement solutions. Information is the key to that understanding and I therefore urge the Commission to include Montana in any future programs they might institute and to consider the responsibility of government as a partner with school systems and private institutions to provide quality library service for all Americans.

October 14, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601 1717 K Street, N.W.
Washington, D. C. 20036

From   Jean Smith (Mrs.)
Public Library Trustee
111½ N. Florence St.
Burbank, California

Today in California most public libraries are members of one of the twenty one library systems formed since 1963 to serve nearly eighteen million Californians.

Boards of trustees and other officials in municipal and county government have supported the idea of a coordinated system whose members have joined together to make the resources of all available to the patrons of each.

California's librarians and trustees are working together planning a state-wide net work of libraries that will include public, school, college, university and special libraries.

Unfortunately the state appropriation for library systems has not increased significantly since 1963 and a number of systems have been forced to cut some innovative services which had been initiated when the systems had formed.

Librarians and trustees recognize that library services may regress at the time they are most needed if more state and federal aid is not provided.

Senate Bill 1261, scheduled to come before the California Legislature next month provides funds for services which extend across and beyond jurisdictional lines. Even though the bill has already passed the State Senate there is the possibility of a veto by the Governor.

As a public library trustee I am convinced that the California Library Systems, which already include most of our independent public libraries, can ensure increased service at less cost. However it is my personal opinion that the federal government must provide a greater share of the cost of education.

The nations libraries affect the education of all people, and since no other institutions provide facilities to every citizen for learning through reading, libraries must receive more support.

As the representative of libraries on the League of California Cities Committee on Municipal Government and Administration I have first hand knowledge that other services do receive greater consideration and support in most municipalities.

I would urge the Commission to set increased funding for the nations public libraries a top priority.

respectfully   Jean Smith

(Mrs.) Jean Smith

UNIVERSITY OF CALIFORNIA, IRVINE

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THE UNIVERSITY LIBRARY
IRVINE, CALIFORNIA 92664

October 9, 1972

The National Commission on Libraries and Information Science
1717 K Street, Northwest, Suite 601
Washington, D. C. 20036

Gentlemen:

At Irvine we are inclined to focus more on our own needs and objectives than our potential as a resource center for other libraries in our area. We feel that our potential to "backstop" other libraries will be realized naturally as we achieve greater selfsufficiency in the areas most emphasized by our academic community.

On the other hand, we are interested and would be willing to participate in the development of regional and national resource centers to "backstop" our own. We read with great interest the minutes of the January 22, 1972 meeting of the Association of Research Libraries. ARL dealt in a general way with the problem of widespread access to library resources. Their deliberations developed three ideas which we recommend for further consideration by the Commission: national centers of resource excellence, a national periodicals resource center, and, a research library corporation.

The analogous nature of the ARL discussion to the more detailed work of the Committe of Scientific and Technical Information, as reported in Recommendations for National Document Handling Systems in Science and Technology dated November 1965, is readily apparent.

We strongly endorse further research by the Commission along the lines suggested by ARL and COSATI.

Sincerely,

John Smith

John E. Smith
University Librarian

JES:wv

General Delivery
Juneau, Alaska 99801
October 4, 1972

National Commission on Libraries and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Gentlemen and Ladies:

The usual problem with libraries is an insufficient amount of material. Legislators are far too quick to erect another building and far too slow to provide the funds for the books to make the library function. This, of course, is related to the fact that legislators run for office: it is far easier to point a new building and exclaim to one's constituency that this highly visible project is to the legislator's credit than it is to argue that you have added 3,000 new books to the interior of an already existing structure.

That seems to be the political reality of the situation. That situation is markedly evident at our local Community College. An addition is being built to an almost-new facility, but the library is not really a functioning library. My personal collection, small though it is, is several times greater than the Community College holdings—at least in the fields of economics, philosophy, and politics.

Fortunately, Juneau is also the site of the main State Library. This institution is barely adequate for research purposes concerning the State of Alaska only. For more extensive or wide-ranging efforts, it is necessary either to import books from other libraries or else to export researchers to other libraries. Neither of these is a particularly happy solution.

Microfilm and microfiche seem to be possible ways out of the problems experienced here. The (relatively) low cost coupled with ease of storage space requirements—and, especially here in Alaska, lowered mailing and freight charges—makes microforms a prime candidate for the limited funds that come out of the political process for libraries.

But there are problems here too. Micro-publishers have been slow to utilize formats such as 500-image fiche, even though such formats result in even greater savings than COSATI, DOD, or NMA, and even though such ultra-fiche formats are now technologically possible (Kodak, Encyclopedia Britannica). 500-image fiche would take probably 80% of all books on a single fiche: the ultimate in simplicity, filing, and shipping.

Micro-publishers have not only been slow to utilize available technology, they have been decidedly greedy, without exception (to my knowledge) publishing only those works on which the copyrights have either expired or else never existed. Their lists of microforms in print conclude, chronologically speaking, about 1910--just outside the reach of a renewed copyright. They are also quick to publish volumes of uncopywritten government reports, but you will find very little available as far as current (1950 on) books go. My slight acquaintance with the pricing structure in the microform field convinces me, too, that prices for microforms are extraordinarily high in relation to cost.

Even though this suggestion seems to reward those very micropublishers whose behavior I abhor and harm the authors (to whom I feel most sympathetic), you, the National Commission on Libraries and Information Science, may wish to argue for exempting material destined for public (and private college??) libraries from the provisions of the copyright law. This exemption, even if restricted to microforms, might encourage rapacious micropublishers to aid in the dissemination of knowledge.

Commission efforts might also be directed towards encouraging the production of a small, portable, low-cost reader for 500- or 1000-image fiche. Something similar to the DASA*reader developed by H.E.W. contract would be appropriate. (*PMR - 50)

I repeat: the main problem from the point of view of a library user is the marked inadequcy of collections. This has been true not only in Juneau, Alaska, but also at the libraries of the public and private colleges I have attended (University of Illinois at Chicago and Claremont Graduate School). Microforms hold the promise of establishing workable holdings at relatively low cost.

Sincerely and cordially,

Joseph A. Sonneman

I live in a rural area about 10 miles from Kalispell, Montana, a town of about 11,000 population. We have a county library at Kalispell with a branch library at Columbia Falls. The population of Flathead County is about 40,000. The library at Kalispell is located in the old Post Office Building, which was declared surplus and given to Flathead County. The location of the library in the business and shopping area makes it readily available to the general public. We have an excellent librarian who formerly was employed in a large city but wished to return to her home town. The bookmobile service is general throughout the county, stopping at schools and other points. There is a high usage of the library and its services in this county.

From the viewpoint of a person who has used the services of libraries, from a childhood in rural Montana to adulthood at the University of California, Berkeley and San Francisco, California, I am submitting a few comments:

In areas where there are large minority groups, such as we have in Montana on our seven Indian reservations, it is essential that the communities have adequate library facilities. I know this need is met in some areas by the U.S. Indian Service. Children and adults of minority groups especially need help in expanding their knowledge beyond their own life experiences. They need help in developing a motivation for an enriched life. Libraries with good personnel can help to meet these needs.

The adequacy of a library depends on the quality of its personnel and the quality and quantity of its books. This means money. For the most part, libraries are tax supported and by the property owners. There are so many other essential services to be supported. I think the federal government should increase its contribution to libraries. Maybe a program could be worked out whereby libraries could obtain their books at government rates which should be much lower than the general market rate.

Contributions from the general public could be emphasized more than at present. People should be encouraged to include libraries in their wills, not just with their books but with money.

Bookmobiles which serve people where they live should be expanded. During summer vacations books should be readily available to children. In areas where there is unemployment or generally low employment library facilities should be expanded.

I think a study could well be made of the adequacy of library facilities on Indian reservations. This should be independent of the U.S. Indian Service.

UM Book Drive Lacks $2 Million

Contributions to the University of Montana Library Book Fund now total $121,018, but about $2 million is needed, according to George Oechsli, executive director of the UM Alumni Association.

"The UM Library now has 554,573 volumes, compared to the 710,208 it should have to support existing enrollment and programs," Oechsli said. "The university must rely on private sources to purchase the additional books," he said.

The book drive was undertaken as a project by the UM Alumni Development Fund in the fall of 1969. The new, five-story library is expected to open next spring.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES
A DIVISION OF THE
AMERICAN LIBRARY ASSOCIATION
50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780

TO: National Commission on Libraries and Information Science October 25, 1972
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

FROM: Norman E. Tanis Norman E. Tanis
Vice President, President-Elect
Association of College and Research Libraries
California State University, Northridge
18111 Nordhoff Street
Northridge, California 91324

SUBJECT: Written testimony for the National Commission

My statement to the Commission concerns three facets of academic libraries:

1. The rising costs and the appropriate and needed accounting techniques of sharing collections.
2. Microform storage and retrieval possibilities.
3. Junior College Demonstration projects as a solution to expanding the knowledge about the new kind of academic library with a broad range of services.

Finally, I hope to discuss briefly the contribution ACRL can make toward improving academic libraries.

1. The rising costs and the appropriate and needed accounting techniques of sharing collections.

The cost of sharing collections in academic libraries is very great. While we must desist from viewing each academic library as an independent and separated storehouse and must instead learn to share information by means of networks--relying upon major academic libraries as major informational resources, this solution is not without its attendant high costs. Indeed, our networks carrying knowledge are already in financial jeopardy. Cost accounting techniques and measurements have not been applied systematically or effectively. In the face of rising interlibrary cooperative costs, we need carefully administrated cost benefit studies.

California's carefully developed regional library systems are faced with disaster by the end of this fiscal year. So acute has their funding problem become that vital services which benefit all library users will be curtailed--both public and academic library users will be affected. Some systems in California have indicated that they will not survive at all.

I submit that rigid cost-benefit of interlibrary loans and other agreements to share collections would reveal that these devices are only barely beneficial considering the cost involved. We need national studies to investigate this problem. Even more important, we need to be investigating alternative solutions to the concept of sending books and other material through the mails. The cost of interlibrary loans as it is presently conducted will rise precipitously as the years go by.

2. Microform storage and retrieval possibilities.

The brief report which follows is preliminary in nature and proposes a project to define, develop, and implement a central facility for a group of academic libraries that will select, acquire, process, store, and disseminate microform materials. As conceived in this report, the system will utilize a Varian ADCO microfilm storage system to store coded microfilm and broadcast images to remote terminals in a multi-campus network via high-resolution video.

Advantages of the proposed system over present interlibrary loan methods of handling information are as follows:

a. Only one copy of various texts-on microfilm need be acquired, whereas presently academic libraries have, and continue to purchase, extensive duplicate holdings.

b. Reductions should occur in the total number of man hours given over to selecting, acquiring, cataloging, processing, filing, and servicing microform.

c. The entire collection of microform will be available to the individual user; he will not be limited to using only those materials that the library on his campus can afford to purchase independently.

d. The user will have a system of retrieving and viewing microfilm, and of obtaining hard copy from it, that is faster, more convenient, and generally superior to the system that he now has to cope with.

e. The communications system that transmits the microfilm image from central storage to remote terminals can be made to serve other educational administrative needs.

The potential impact of this system on academic libraries is considerable in terms of reducing expenditures for library materials, increasing the efficiency of library operations, and providing better service to the students and faculties of the individual colleges. Before the costs and benefits of the proposed system are fully known, however, Phase I of the project--the definition and development phase--will have to be undertaken.

It has long been recognized that cooperative programs and shared facilities are the key to more efficient and more economical library operations, and to improved service to library patrons. The major flaw in most of the plans for cooperative efforts that have been put forward is the failure to overcome the lack of adequate communications. The communications problem is a very real one. Basically, it is that when one library has an item, it is not available to a patron in another library until it has been requested, searched, and shipped to the requesting library. A substantial amount of time is spent by library staff in servicing a request of this sort, and a fair amount of time passes before the item the patron requested is actually in his hands. Librarians have justifiably been reluctant to impose delays between the patron's requesting an item and his receiving it, and have felt, moreover, that it is better to buy materials and make them easily available to patrons than to spend expensive staff time in locating, requesting, searching, and shipping items, and in handling all the paperwork associated with inter-library loans. As a consequence, most academic libraries have spent large sums of money duplicating materials that patrons need and use but which are not used to their fullest potential by the patrons of a single library, and generally only very low use materials are considered suitable for shared acquisitions and holdings schemes.

The system described in this proposal eliminates the communication problem. By punching in a short code on the keyboard at his terminal, the patron can view the material he wants with practically no delay. When he is finished with it, the material is immediately available to the next viewer. Because access and return delays are reduced to seconds and image transmission is instantaneous, it is practical to store material with a relatively high rate of use in the system. For the first time, it is practical to have a cooperative program that not only makes library operations more efficient, but improves library service to patrons at the same time. There is no doubt that the user of microform stored in the system can request, view, and copy microform much faster and much more easily than he can search, view, and copy film using the methods presently employed in his own library, where he has to look through files, select the film or fiche that he wants, load it into a less-than-foolproof reader or reader-printer, and search for a particular image before he has the information that he wants.

Various aspects of the system are discussed in the following sections of this preliminary proposal. A section describing the Varian ADCO 626 follows this introductory section, and a section on the kinds of materials that can be stored in the system and the use of the system is next. A final section outlines the phases of developing the system and the costs involved. However, a number of options occur at the end of Phase III, the two-campus network phase, that are not discussed and which should be noted here.

At the end of the third phase, a good deal of hard information about the system and its capabilities will have been generated, and it will be possible to scope Phase IV. The fourth phase should be a further expansion of the system. The question is precisely how this expansion should be handled. Assuming one storage system can handle the traffic, terminals, which are linked to the single storage facility, could be installed at all of the State Colleges. If one storage system cannot handle the traffic, perhaps a second center should be developed and the program adapted to a regional basis. Also, there is the question of the communications network. Should facilities be leased, or would it be worthwhile to develop a private microwave system for the colleges served. These, and other questions of this magnitude, and be answered only after sufficient experience is gained with the one- and two- campus systems.

SYSTEM DESCRIPTION

The Varian ADCO 626 is a system that stores, retrieves, and provides CRT (video) readouts and hard copy printouts of microfilmed materials. At present, a 34 mm version is available and the company expects to have a version that employs 4" x 6" fiche available in one year. Positive and negative fiche can be mixed in the system, and sizes can be mixed as well. The storage capacity of the system is unlimited, although there are some limitations on the number of individuals who can use the system simultaneously. The system operates in ordinary air-conditioned office environments. No special flooring is required. The system requires a small amount of space, and the pilot system could be accomodated easily in a space not much bigger than an individual office. User terminals require about the same amount of space as an ordinary microfilm reader.

Briefly, the system operates as follows: The user inputs a code on the keyboard of a remote terminal. The code is transmitted to a search and retrieval head located in the storage bank, which optically reads notches cut into metal frames in which fiche are mounted, and selects the frame corresponding to the code input by the user. The search and retrieval head thereupon removes the selected fiche from its storage tray and delivers it to a viewing station where a television camera broadcasts the image back to the CRT at the user's terminal. The user can scan the contents of the fiche, enlarge or reduce the size of the selected image, switch from positive to negative mode, and acquire hard copy of whatever he has framed on the CRT in either positive or negative mode. The whole search and retrieval process is similar to the operation of a juke box.

To adapt this system to any particular kind of storage function, a custom index has to be developed. For the particular library function proposed in this document, a combined thesaurus/coding scheme of simple design, based on, and relying extensively upon, existing hard copy indexes, seems to be the optimal solution at this point. Still, as indicated in the Program Development and Costs section of this report, the development of this index promises to be one of the more difficult and time-consuming tasks associated with the endeavor.

Both CRT and CRT/Copier terminals are available. Most probably, not all of the terminals in the system will require copy production capability. One of the tasks of the definition and development team will be to establish a satisfactory ratio of CRT to CRT/Copier terminals. It is worth noting that the copiers in the system produce copy from fiche that appears to be superior to Xerox copy from original or film. Both kinds of terminals employ a teletype-like keyboard that the user employs to request a fiche. The terminal can be locked with a mechanical lock, or can be adapted to respond only to coded electronic signals. The copier module can be rigged to be coin-operated. The keyboard--in fact the whole system--is computer compatible and computers can be used to store complex indexes and assist in the search and retrieval of microfiche. However, an index so elaborate that computer assistance is required should not be necessary.

Each frame of fiche stored in the system can accomodate the images of 60 3" x 5" cards, between 20 and 30 8½" x 11" pages, or 2 pages of newspaper. The reduction ratio varies depending upon the quality and size of the type in the original, the optics of the system, and by user acceptance of the quality of the readout and printout images. The system employs 1200 line resolution cameras for maximum optical clarity. Normal (for standard image size), turret (for mixed image size), and zoom lenses are available for the cameras.

One thousand frames of fiche are stored in a tray. Ten trays constitute a level, which is the basic search and retrieval unit. Each level has one search and retrieval head and as many as ten viewing stations. The number of viewing stations per level is one of the things that the definition and development team will have to decide, and should be based on the amount of use anticipated for the system, the arrangement of the file, and so on. Five levels form a basic storage module, and as many basic storage modules as are needed can be added to the system. Thus, the storage capacity is virtually unlimited.

The system requires either coaxial cable or microwave links from the viewing stations in the storage units to the remote terminals. Ordinary telephone lines will not carry the complex video signal. There are two alternatives here that constitute a major decision node: (1) coaxial cable and/or microwave channels can be leased from commercial carriers, or (2) a privately owned system can be constructed for the academic libraries concerned. (Private networks have been developed by some school districts for educational TV.) There is no reason why either a leased or privately owned system of this sort cannot be made to carry communications beyond the single library operation proposed.

MATERIALS AND USE

A centralized microfilm collection will eliminate the expense of many duplicate sets of materials now purchased by each of the member libraries. The savings will be realized in a relatively short period of time, for the number of items duplicated from campus to campus is quite large. It would also make the specialized holdings of each institution available to the students of another campus, and do this at a lower systemwide cost.

The savings generated by establishing a microfilm center would enable the system of libraries to make more microfilm materials available to students at a lower systemwide cost. Greater depth of collecting would result because more monies could be used for purchase on a one-shot systemwide base than is available to any individual library. Additionally, materials now seen as difficult to collect, organize, house, and access (such as technical reports) could easily be included in the proposed system.

There are two systems of microform handling in general use in academic libraries, each with inherent advantages and vantages and disadvantages. The first permits users to select materials from open shelves and files, view the material on available machines, and return the materials to a sorting station where a library employee sorts and refiles the materials. The patron has free access to materials as long as they are not in use and as long as they are not awaiting refiling.

The second system stores materials in closed shelves and files, and users must request the materials they want to use. After viewing the materials, the user returns them to this station, where they are immediately refiled. The disadvantage to this sytem is that it is expensive to staff, and the user has the mild inconvenience of asking for what he wants instead of finding it for himself. During periods of high activity, he may have to wait in line to be served.

Both of these systems require patrons to handle 35 mm microfilm on reels and variously sized fiche (although some libraries do load film into readers for the patron). Most libraries have several types of readers, none of them particularly easy to use and all of which are capable of damaging film and fiche when carelessly used. Users must learn to operate these. Very few of the readers display images of high optical quality, which accounts for some reluctance on the part of the library patron to use film, and fewer machines yet have any printout capability, although there is considerable demand for high-quality hard copy from microform sources.

The advantages of the Varian ADCO system over both these methods of handling microforms are several. First, the indexing will be simple, and the user will have to know little more about the material he wants than he does now. By entering the code of the material he wants, he can call up what he wants to see. This step takes the place of (1) searching for the material in files or having a library employee find it for him, (2) fitting the reel or fiche onto the reader, and (3) turning through the reel until he finds the information that he is looking for.

It is true that the Varian ADCO system may require the user to wait: the mean search and retrieval time is advertised as six seconds, and no more than ten. This figure is based on the assumption that a terminal, a viewing station inside the machine, and the requested frame are all available. Queues may develop for any one of these, but it is unlikely that anyone would ever have to wait more than a few minutes. There are several ways of reducing queue time: at the far extreme, material likely to be on camera quite often can be duplicated within the system.

In short, the system is uncomplicated to use, eliminates physical handling of the materials by the user, will usually reduce the time it takes for him to get what he wants, and has the capability of providing extremely high quality visual images and hard copy.

PROGRAM DEVELOPMENT SCHEDULE AND COSTS

In order to ensure that the system will meet the needs of a given group of academic libraries, its implementation could be divided into four phases so that lessons learned from preceding phases will result in improvements being incorporated in the succeeding phases. This means that a balance will have to be struck between designing adaptability into the initial system on the one hand to allow for modification, and providing feedback and specific design modification at the beginning of each successive phase based on evaluation of the previous phase. In the long run this will result in a vastly more usable system for which one pays only in slightly increased personnel costs for system development.

Briefly, three development/implementation phases are envisioned, as follows:

Phase I. The major activity during this phase will be the entire process of system definition and design, as indicated in the attached chart. It will culminate in a request proposal and a contract award.

Phase II. The system, to be located on one of the campuses will be installed and evaluated during this period while concurrently, microfilm materials are being either acquired or photographed. The equipment for this phase is as follows:

a) 5 user consoles for retrieval and high resolution display of microfilm, two of which will also have a hard copy capability. (Coin operation of the copier will be considered.)

b) 1 basic storage module containing 5 levels and 10,000 frames of microfilm per level. At an approximate density of 20 pages of standard text per frame central storage can contain one million pages of microfilmed text. (The feasibility of using high density storage, in whole or in part, will be explored during the first part of this phase. Standard microfiche and ultrafiche containing up to 1000 pages per frame may be utilized by the system.)

c) an expanded system controller for library tape indexing and file expansion.

d) 5 simultaneously available viewing stations for each of the 5 levels in the central storage module with the capability of expanding subsequently to 10 per level.

e) ancillary equipment (included with the basic system) for frame preparation, coding, and in-filing.

Phase III. Phase III System Definition will have continued at a low level during Phase II and will become a full scale effort after the evaluation of that phase points up the change requirements. In general, the Phase III structure will expand the existing capabilities but will advance primarily by linking the first installation to another campus in the region by means of a microwave video transmission system. The expanded capabilities roughly are as follows:

a) an additional 5 user consoles to be located at the second campus, 2 with hard copy capability.

b) an additional basic storage module, doubling the central storage capability, each of the 5 levels having 5 viewing stations.

c) a line-of-sight video microwave link between campus number one and the second campus, connecting central storage to the 5 new remote consoles.

Costs for each of the phases are:

Phase I. (Personnel only)

. Project Director/Analyst (Senior Systems Analyst @ $19,512/annum)	$ 22,829
. Systems Analyst/Information Scientist (Indexer; Librarian III @ $12,192/per annum)	14,264
. Programmer/Analyst (Controller Coder; Programmer II @ $13,536/per annum)	15,837
. Bibliographer (Librarian III @ $12,192/per annum)	14,264
. Secretary, ½ time (CAIIB @ $7,188/per annum)	4,240
TOTAL:	$ 71,434

Phase II.

1. Personnel

. Project Director	$ 37,706
. Systems Analyst/Info. Sci. (Indexer)	22,311
. Programmer/Analyst (Controller Coder)	24,770
. Bibliographer, ½ time	11,094
. Clerical supervisor (LAII $9,264/per annum)	16,953
. Clerk typist (CAIIB $7,188)	13,154
PERSONNEL TOTAL	$123,988

2. Equipment	$600,000
3. Microfilm materials	$234,500

Phase III.

1. Personnel

. Project Director	$ 35,706
. Programmer/Analyst, ½ time	12,385
. Bibliographer, ½ time	5,550
. Systems Analyst/Info Sci.	22,311
. Clerical Supervisor	16,953
. Clerk Typist	13,154
PERSONNEL TOTAL	$106,059

2. Equipment	$550,000
3. Microfilm materials	$234,500
4. Equipment maintenance (maximum)	$ 80,000

Note:

a) assumes microfilm acquisition costs are split between Phases II and III.

b) assumes reference librarian costs for Phase I (one @ ½ time) and Phase II (two @ ½ time) will be absorbed and need not be costed separately).

This proposal is the result of an investigation of Mr. Jack Jaffe and a project team at California State College, Northridge.

There is no doubt in my mind that a system roughly similar to the one outlined will prove to be the only solution to the rising cost of personnel and materials involved in sharing academic collections.

Research libraries, as well as public libraries, have begun to free themselves from being totally print-oriented. Audio-visual no longer means a corner of the room where a small supply of films are stored. The new multi-media library will include audiolistening centers, videotape and video cassette rental, instructional learning labs, and instructional television along with film. A generation of library patrons which is not print-oriented will make this changeover to a total media approach not simply desirable, but inevitable. The patron who recoils in terror at the sight of a cassette is still to be found on occasion, but his days are numbered. These days the librarian in a university research library is far more likely to face a patron who is incensed because his MEDLARS search is going to take a few days instead of a few hours. Research librarians who are not investigating all of the possibilities for technical improvement available to them are making a dangerous error. In 1972 the Carnegie Commission on Higher Education recommended that colleges and universities should give first priority to this problem of improving library service to their increasing numbers of users through the use of technological improvements.

3. Junior College Demonstration projects as a solution to expanding the knowledge about the new kind of academic library with a broad range of services.

The Demonstration Project for Junior College libraries, which is attached, is ideally suited to bring to the attention of the academic world the broad range of services and materials which can be brought into play as one sets out to educate undergraduates.

ACRL can assist with the project by:

1. Bringing to the attention of its members the acute needs we have in the areas outlined above.

2. Assuming leadership in working on project proposals which are worthy of funding.

3. Using its committees and other rich resources of experienced personnel to administer projects.

4. Using the media it has available to it to publicize needs, costs, and possible successful solutions to the problems of sharing information more efficiently and at less cost.

University of Puget Sound
TACOMA, WASHINGTON 98416
Collins Memorial Library

October 6, 1972

Frederick H. Burkhardt, Chairman
National Comission on Libraries and
Information Science - Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Please consider this letter my written testimony for submission to your regional hearing on November 29, 1972 in San Francisco.

I believe that the Cataloging-in-source program is probably one of the most important projects to come along since the printed card was developed by the Library of Congress. Every effort should be made to advance and extend this project. One of the most useful extensions would be the inclusion of foreign publishers (particularly those in the United Kingdom and the Commonwealth). With respect to the manner in which the Cataloging-in-source information is cited in the book, it should be in the standard NUC format so that the main entry could be photographed directly from the book, with space available to type in collation, series, etc.

Also, I feel that a greater emphasis should be placed on cataloging by the Library of Congress of English language titles. Our experience at the University of Puget Sound Library with galley proofs has been that often as much as a half, or even two-thirds of a weeks' cataloging at LC will be devoted to foreign language titles, allowing many English language titles, published both here and abroad, to be considerably delayed.

Further, I strongly urge implementation of a United States equivalent to the National Lending Library for Science and Technology (located at Boston Spa, England) as a model not only for a national center but also at the regional and preferably even on the state level. The National Lending Library maintains a comprehensive collection of journals which it lends to other libraries in England requiring such material. Moreover, I would also expand the subject areas of such centers to whatever extent necessary or desirable and not just limit it to sciences and technology. Serials, and particularly journals, are extremely expensive and the inflation factor in this area has been tremendous during the last five or six years. In this regard I would strongly support the designation of all State Libraries as periodical and government publication depositories with holdings preferably in a microform format. These holdings should be serviced speedily and inexpensively by the State Library upon the request of any library within the state. In the event that this does appear to be feasible, such an arrangement should be established, at least on a regional basis throughout the United States. Shared resource facilities must be encouraged and developed as a way of conserving resources (financial and otherwise) in extending the availability of necessary library materials, regardless of format (whether periodical, serial, or monograph) to as many users as is possible. At the very least a national, a regional, and even state microform depositories should be established which would make available to any library so desiring, such materials as are available in the depositories.

Further, such facilities should have available on their premises microform duplication facilities to enable libraries, to receive at cost, microform copies if they so desire. Such a network of library resource centers should be established at the earliest practical moment.

Also, there should be designated a national library of the United States. At the present time the Library of Congress functions in this regard only on an informal basis; when, in fact, it is, for most of us in the library profession, such an agency. At the present time it provides catalog cards and cataloging information to the vast majority of libraries in this country and many libraries abroad. Therefore, steps should be taken to recognize its capabilities and to establish clearly its responsibilities. It should be designated the National Library of the United States with all of the duties and responsibilities to the library communities that such a title would imply.

Sincerely yours,

Desmond Taylor
Library Director

dt:bcd

GENERAL ELECTRIC

NUCLEAR ENERGY
DIVISION

GENERAL ELECTRIC COMPANY, 175 CURTNER AVE., SAN JOSE, CALIFORNIA 95114
Phone (408) 297-3000, TWX NO 910-338-0116

RELATIONS AND UTILITIES OPERATION

November 10, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

For a number of reasons I have been unable to submit written testimony to the National Commission on Libraries and Information Science earlier. I realize the deadline was mid-October. However, I am submitting a recommendation.

There are innumerable library problems which confront concerned librarians, among them the need for better-trained library school graduates, and the need for computer programs that can be interchangably used by many libraries.

However, I would like to call special attention to the U.S. Superintendent of Documents' Government Printing Office. Although doubtless the world's largest seller of printed material, it is woefully inadequate in meeting the demands of its customers.

Material is ordered, and unless it is a popular item and available in the local Government Printing Office book store, the earliest one can anticipate receiving an order is 10-12 weeks. This works innumerable hardships on libraries, and to the citizen who doubtless has to wait as long as any library and probably is less aware of why it takes so long.

Industry may have to duplicate work already done by the government due to the great delay in receiving printed material. Needless to say, this not only slows down research, but is expensive and time-consuming.

I am sure the great deal of time lag between placing the order and receiving the material is due to insufficient staff in Washington. There are two ways to increase the staff. One is to heavily subsidize the operation allowing for more staff, or to increase the cost of the publications so that the operation is self-supporting.

Taking the point of view of an industrial librarian, any increase in cost that would reflect the actual cost of the document would not work a hardship on us. In fact, if by increasing the cost the documents were available within the normal time it takes to get mail to and from the Superintendent of Documents, most industrial librarians would be very happy.

Other agencies of the government the National Technical Information Service and the Atomic Energy Commission Technical Information Center in Oak Ridge for the most part try to give 3-4 weeks delivery to the West Coast. Although it would be nice to have overnight service, a 3-4 week delay is considerably less than a 12-15 week delay, which we are now experiencing with the U.S. Superintendent of Documents.

One of the objectives of the Commission is to see that materials are provided to support research in all fields at all levels. And one of its functions is to advise federal agencies regarding library information and sciences. To me, one of the outstanding services that you could do for both libraries and citizens of this country would be to make recommendations regarding the expediting of information emanating from the Government Printing Office.

Sincerely yours,

Alleen Thompson
Librarian
Mail Code 328

AT:ml

UNIVERSITY OF CALIFORNIA, IRVINE

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THE UNIVERSITY LIBRARY
IRVINE, CALIFORNIA 92664

October 25, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W., Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

I am sorry your request for written testimony reached me too late for me to be able to reply by mid-October. Hoping that you may still have a chance to consider my letter, however, I am taking this opportunity to stress one area of library service that I feel has been much too neglected for too long.

The area in which I perceive the greatest need for library effort is in teaching students and other people how to use libraries. Sharp budgetary cut-backs in recent years have resulted, in many school systems, in libraries being one of the first services to be slashed. In grade schools and junior high schools many librarians have been replaced by good-hearted volunteer PTA workers, or teachers have been asked to spend an hour a day "taking care of the library." Library instruction was bad enough before, inasmuch as schools in this country, although generally supportive of the concept of libraries, have never really recognized that the interpretation of this prime learning asset cannot be left to chance. People do not automatically know how to use a library. And we are not teaching them.

The situation encourages a built-in deceleration rate for libraries. As fewer people are aware of the value and delight of a good library, public support for this traditionally accepted public benefit dwindles. And when one gets to the university level, the situation is in a sense more critical, because the value of the collection is greater, representing a larger share of the public domain, in which fewer people have that vested personal interest that makes them feel they share in this resource, and thus feel a commitment to support it.

Curriculum committees are reluctant to recognize that there is valid course content in interpreting library resources for the undergraduate student. Libraries are staffed so sparsely that even if courses could be arranged, there are not sufficient numbers of trained librarians to give the courses. Although there seems to be a growing awareness of the general problem, and a heightened interest in developing courses on how to use a library, there is not, to my knowledge, a cutting edge to such a project.

Perhaps the National Commission could sponsor a program that would ensure that our educational goals included knowing how to use a library. The life-long benefit of such knowledge is clear to us who have it. But too many of our citizens are denied the experience entirely, because of the rather low level library instruction has traditionally had in curriculum planning. And we cannot expect the public to support what it does not know about, and what does not serve it. To have libraries we must have library users, and to have library users, we must let people know what libraries are all about.

Statistics about the numbers or percentage of students who manage to graduate from college without going near the library are frightening. I would like to see libraries truly integrated with the learning experience, and contributing to it should be a mandate for the librarian. However, the individual librarian is relatively helpless to do this without institutionalized support, both in terms of the acceptance of the idea, and the wherewithal to carry out such programs. In my opinion, they are of the greatest urgency.

Sincerely,

Beverly J. Toy

Beverly Johnson Toy, Head
Catalog Department

BJT:lo

DOUGLAS COUNTY LIBRARY
Courthouse
ROSEBURG, OREGON 97470

October 3, 1972

National Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Gentlemen:

In attempting to analyze the problems of the Douglas County Library which would be of concern to the National Commission on Libraries and Information Science, I believe the major ones are in three areas.

One major problem relates to book selection. We especially need aids which review books in various fields not so well covered at present.

Ours is a very rural area. In the field of agriculture, animal husbandry, mechanics (farm, automotive, tractor) it has been difficult for us to find adequate coverage in reviews for informed book selection.

We have been having locally an increasing interest in various aspects of metaphysics. This, too, is an area in which it is almost impossible to find book reviews to help in book selection.

Another group of patrons who suffer because we cannot find reviews of the material they want are those who would like inspirational material in the form of novels or personal experience. Without reviews, we have no means of sifting out the relatively few which meet the standards of selection by public libraries. On the other hand, those desiring them look at the modern novels, as well as the books on ESP, reincarnation, etc. and wonder.

We have many devoted genealogists. The problem of how far a public library should attempt to serve them may be a more universal problem. This is such a matter of widespread interest that the National Commission might be justified in studying sensible ways of meeting the needs, and of reaching guide lines for both the genealogists and the public libraries. At present, the situation is difficult for both.

We borrow many books from the Oregon State Library and are appreciative of the help given, both by them and the Pacific Northwest Bibliographic Center. One of the ways of strengthening all libraries would be to strengthen the State Library collections and book services, and the Bibliographic Centers.

Evidence in Douglas County would seem to indicate the public library is giving effective service. At least we receive words and letters of appreciation in which patrons mention the help the library has given them. We know we have our areas of failure, but we do make an effort to serve our people.

The County Library is young, as libraries go, still being in its teenage. Service reaches out into the County through ten branches and two bookmobiles. The area served is large (5,062 square miles), the population small (74,000), the circulation respectable (601,556 in 1971-72).

With the exception of the book store at the Junior College, there is only one book store in the County, and that one is really more of a gift and stationery store.

The use of the reference department has grown steadily as people become more aware of its function in library service.

In conclusion, then, the problem areas for us are:

(a) The finding reviews of material not usually listed to any extent in the Standard Catalog series and the usual book selection aids for public libraries specifically, those subjects of most interest in rural areas, metaphysics, and inspirational (not theological) books.

(b) Resolving the problems of the genealogists.

(c) Strengthening the State Library book collections and readers' services, as well as the Bibliographic Centers, to give small libraries added dimensions to their services.

Very truly yours,

Carol Trimble

Carol Trimble
County Librarian

CT/ef

October 4, 1972

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N. W.
Suite 601
Washington, D. C.   20036

Dear Sir:

In response to your letter of 22 September 1972 I am enclosing the questionnaire received with a copy of Public Law 91-345 and information on NCLIS. Also enclosed is a copy of Oregon Library Association mailing to our candidates for the Oregon Legislature, authored by Mary Bates, President, and Katherine Eaton, Chairman of our State Library Development Committee.

We of the State Library Development Committee feel that too much of the Federal monies are used by the Oregon Legislature to operate the Oregon State Library.

The Clackamas County Library has completed LSCA Title III Inter-library cooperation project (Union Catalog) and we are grateful for the matching funds for this project.

I would like to outline our system in Clackamas County. The County Library acts as a headquarters library for all the city libraries in Clackamas County. The city libraries in return act as cooperating libraries and serve all patrons of Clackamas County. Some of the city libraries use the county cataloging department for the cataloging of their books. The county furnishes some materials and supplies and also maintains a delivery service for books loaned to the city libraries.

In addition small amounts of monies are divided among the city libraries. This is money budgeted by our County Commissioners each year and is not enough along with other services to pay the county patrons' share of services received from the city libraries. This situation has been a problem for several years. The County Library Board and Librarian under the present funding of the County Library by the County Commissioners is unable to provide adequate service or monies to the cities and it is about to jeopardize the whole program.

The County Commissioners and their Budget Committee feel that the library is not a department that they have to fund by statute, and because of this, they have even cut the library budget in such a manner as to make it impossible to give adequate library service to county patrons.

I am sure you will find every one needs money, but I hope your Commission can find a way to standardize library procedures. Make up one uniform catalogue code which can be shortened for those who do not need a sophisticated system. Help to get book publishers to furnish catalogued and carded books and in general cut some of the costs to all libraries nationwide.

I believe that libraries have to fulfill the needs of the people they serve, so cannot be the same, but I do feel if pressure is brought to bear by your commission we could modernize, standardize and help to give better service, without some of the costs that are now built into the library system.

It seems a shame that when Congress and our President feel the need for libraries is so great that they formed The National Commission on Libraries and Information Science under Public Law 91-345 as an independent agency within the executive branch, that our local governmental officials do not feel that the libraries are needed by all peoples and as such should get their full support.

Sincerely,

William Tripp

William Tripp, Chairman
Clackamas County Library Board

WT:eb

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OREGON LIBRARY ASSOCIATION

September 18, 1972

Dear Candidate for the Oregon Legislature:

Enclosed is a second position paper concerning libraries, designed to continue the report we made to you on July 15. This paper points up some of the financial facts about Oregon public libraries in support of our contention for state aid. Subsequent position papers will give you information about staff, personnel and the possibilities for extension of services - as they exist in Oregon libraries today and as they might be improved with a state aid program.

Statistics in this report have been derived from the 1971 edition of the Directory of Oregon Libraries, the Bowker Annual 1972, the American Library Association and various reports from the Oregon State Library.

Support of public library service at the local level for the year ending June 30, 1971.

1. Expenditures for library services in Oregon at the local level totalled $6,434,966 or $3.07 per capita. The national average per capita is $4.16. The average price per book, fiction and non-fiction, is now $13.25.

2. Of the 2,091,385 Oregon citizens, 417,063 have no public library service.

3. Only the residents of five counties have access to book collections or more than 100,000 volumes. Forty-four per cent of Oregon public libraries have no phonograph record collections. Of those with collections, only 14% exceed 500 records.

4. Eighty per cent of Oregon public libraries have buildings which do not meet the minimum square footage for their population served. The percentage is part of the American Library Association guidelines for improvement of libraries.

History of Library Service and Construction Act Funds in Oregon
Between the years 1965-1969 the State of Oregon received $1,577,391
The funds were expended as follows for Title I: Public Library Services

State Library Operations (Field Services spent $311,404)	$1,065,601
State Wide Services, including $163,261 for the State Book Catalog	216,855
Grants to local jurisdictions	294,935
	$1,577,391

In 1971-72, Title I funds were $565,258. They were appropriated as follows and are subject to last minute minor bookkeeping adjustments:

State Library Operations	$ 376,00
Library Development Division (formerly Field Services)	39,500
Local Grants and Workshops (direct grants - $31,000)	81,000
Institutional Library Services	25,500
Blind and Physically Handicapped	43,250
	$ 565,250

This means that only about 15% of the LSCA funds actually went out directly to aid public libraries.

Background facts:

1. Since federal funds were first received in 1957, they have always been used to support the operating costs of the Field Services Division (now Library Development Division). These funds are administered by the Oregon State Library at the discretion of the Oregon Legislature.

2. In June of 1963 state funds were not available to pay for State Library salaries, and a directive was received from the Oregon Department of Finance that federal funds were to be used to make up this deficit. Beginning in the 1963-65 biennium, federal funds have been used to support a portion of the costs of the total library program of the State Library, not just services to public libraries. This has become a part of the budget procedure of the Legislature, and the federal funds for library development are not so used.

4. The Ways and Means committee of the Legislature has taken the position of "maximum utilization of federal funds available " at the state level. This position has been opposed by the Oregon State Library Board of Trustees and the Oregon Library Association during the 1969 and 1971 Sessions.

Many states have some form of aid to public libraries and others have adopted the concept that there should be state support for such libraries even though it has not been possible to fund. Of the Western states, Idaho, California and Colorado have direct state aid programs. The concept has recently been approved in Montana and funding is expected in 1973. There are successful regional library programs in Washington and Idaho which have features which could be utilized in Oregon.

We sincerely appreciate the expressions of concern and support which we have received from several of you. If we can answer specific questions, please do not hestitate to ask them. We feel it is essential that public libraries receive recognition as a vital part of the educational fabric of Oregon and support to the end that they can fulfill their community role.

Sincerely,

Mary Bates

Mary Bates, President

Katherine E. Eaton

Katherine Eaton, chairman

Library Development Committee

LIBRARIES AND INFORMATION SCIENCE: FEDERAL PERSPECTIVES ON PROBLEMS AND FUTURE NEEDS

The Honorable JOHN V. TUNNEY
United States Senate

One of the major responsibilities of the National Commission on Libraries and Information Science, created by Congress in 1970, is to see that all elements of the information system of our country are operating effectively and to advise the Congress and the President on actions to be taken to increase the effectiveness of this system in fulfilling the needs of our citizens for information. I am most happy to be able to submit this statement as part of the record for the Commission's forthcoming hearing in San Francisco, California. I am sure that the Commission, while in California, will be hearing the views of many statewide associations and councils and individuals deeply concerned with the development and improvement of our library system. My statement will concentrate on the Federal perspective: what prospects may lie ahead in the 93rd Congress for the future expansion and development of library and information science, and what the federal government has done in general to support the libraries of our nation.

The library in our complex society today has been asked to serve society in a variety of social, educational, technological and individual roles. The responsibilities of the library have grown in accordance with the increased emphasis on education expressed by the press and encouraged by our institutions. Libraries are expected to support the formal education of our young people, from pre-kindergarten through graduate school, and to provide the resources for every American who wishes to become

One of the major responsibilities of the National Commission on Libraries and Information Science, created by Congress in 1970, is to see that all elements of the information system of our country are operating effectively and to advise the Congress and the President on actions to be taken to increase the effectiveness of this system in fulfilling the needs of our citizens for information. I am most happy to be able to submit this statement as part of the record for the Commission's forthcoming hearing in San Francisco, California. I am sure that the Commission, while in California, will be hearing the views of many statewide associations and councils and individuals deeply concerned with the development and improvement of our library system. My statement will concentrate on the Federal perspective: what prospects may lie ahead in the 93rd Congress for the future expansion and development of library and information science, and what the federal government has done in general to support the libraries of our nation.

The library in our complex society today has been asked to serve society in a variety of social, educational, technological and individual roles. The responsibilities of the library have grown in accordance with the increased emphasis on education expressed by the press and encouraged by our institutions. Libraries are expected to support the formal education of our young people, from pre-kindergarten through graduate school, and to provide the resources for every American who wishes to become informed on some subject of interest. The recent emphasis on post-secondary education for all citizens - not just college-aged students - implies that the resources for continued retraining and self-education must be available to all who desire them. One of the most effective vehicles for providing information of this sort to a large number of people is the library.

In an early study by the predecessor of this Commission, the National Advisory Commission on Libraries, the views of the users of the public library and the providers of these services were described. The findings of the Advisory Commission provide an overview of the opinions of the general public and the library profession on a national level. Surveys taken of users and providers indicated a wide range of problems confronting library and informational services: the need for libraries to provide adequate services for formal education at all levels, in elementary and secondary schools, junior colleges, universities and professional schools; the need to serve adequately the public at large through equalizing the service available in urban areas, rural areas and entire States; the need to provide materials to support research in all fields at all levels through assistance to libraries in the acquisition, organization, housing and servicing of materials of research value; the need to provide adequate physical access to required materials and texts and necessary bibliographic access to research and informational resources; and the need to provide adequate trained personnel for the varied and changing demands of librarianship. These major areas of concern, reported in 1969, can still serve as a basic guide to categorizing future needs in the field of library and information science.

The role of the Congress in aiding libraries of all kinds can be seen primarily as that of supporter: making possible, through financial assistance, the implementation of plans and ideas which are presented by people actively involved in the field of library and information science. The major piece of legislation through which Congress has acted to aid the public library is the Library Services and Construction Act (P. L. 88-269). This Act, overview of the opinions of the general public and the library profession on a national level. Surveys taken of users and providers indicated a wide range of problems confronting library and informational services: the need for libraries to provide adequate services for formal education at all levels, in elementary and secondary schools, junior colleges, universities and professional schools; the need to serve adequately the public at large through equalizing the service available in urban areas, rural areas and entire States; the need to provide materials to support research in all fields at all levels through assistance to libraries in the acquisition, organization, housing and servicing of materials of research value; the need to provide adequate physical access to required materials and texts and necessary bibliographic access to research and informational resources; and the need to provide adequate trained personnel for the varied and changing demands of librarianship. These major areas of concern, reported in 1969, can still serve as a basic guide to categorizing future needs in the field of library and information science.

The role of the Congress in aiding libraries of all kinds can be seen primarily as that of supporter: making possible, through financial assistance, the implementation of plans and ideas which are presented by people actively involved in the field of library and information science. The major piece of legislation through which Congress has acted to aid the public library is the Library Services and Construction Act (P. L. 88-269). This Act, beginning as a means of aiding the States to develop and improve their public library service to rural communities, has been greatly expanded - both in emphasis and in funding - to include service to the disadvantaged, institutionalized and handicapped people, cooperative networks of libraries, strengthened metropolitan and State libraries, and further construction of public libraries. The latest amendments to the Library Services and Construction Act, passed in 1970, extended the provisions of the Act through 1976.

In addition, Congress has passed legislation, beginning in 1963, to provide funds for construction and later for services to our institutions of higher education (Higher Education Facilities Act, P.L. 88-204; Higher Education Act, P.L. 89-329) and to our public and private elementary and secondary schools (Elementary and Secondary Education Act, P.L. 89-10; funds for the minor remodeling of space used for printed and published materials, Title III, National Defense Education Act, P.L. 85-864).

Last fiscal year, 1972, the State of California received substantial amounts of support from the Office of Education for library programs. According to a table prepared by the U. S. Office of Education showing estimated State allotments for fiscal year 1972, California received more funds than any other single State for libraries and educational communications. The total funds received by California under each of the three major titles of the Library Services and Construction Act were as follows: for public library services (Title I), $3,684,797; for public library construction (Title II), $508,399; and for interlibrary cooperation (Title III), $90,372.

According to the 1970-71 American Library Directory, California also can be proud of her accomplishments in the area of library service to her population. The Directory cites these statistics: the 1968 population estimate for California was 19,782,000 and the population served by public libraries for that period in Calipublic and private elementary and secondary schools (Elementary and Secondary Education Act, P.L. 89-10; funds for the minor remodeling of space used for printed and published materials, Title III, National Defense Education Act, P.L. 85-864).

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According to the 1970-71 American Library Directory, California also can be proud of her accomplishments in the area of library service to her population. The Directory cites these statistics: the 1968 population estimate for California was 19,782,000 and the population served by public libraries for that period in California was estimated at 19,730,847. This leaves a total of 51,153 Californians, a mere one-quarter of one percent of the population, unserved by public libraries.

In offering any ideas on the prospects for libraries in the coming 93rd Congress, it might be best to review the suggestions that were made in the present Congress in this field. Along with improving the physical capabilities and the collections of our public libraries, there is also a very great need to take into account the wide variety of people who make use of library services. In recent years, the Congress has acknowledged the differing needs of the disadvantaged, the handicapped, and people in State institutions, and has provided specifically for them in Title I of the Library Services and Construction Act - a program of grants to the

States with which they can extend and improve library services throughout the State and make services more accessible and more suited to the particular needs of their citizens.

In addition to the groups specifically provided for in this legislation, there are many Americans whose particular needs are often not met by the public library Among these people are the elderly, whose needs have in large part been ignored in our efforts to serve students and the physically disabled. This year, a proposal was introduced in Congress with bipartisan support for providing library services to the older reader. Included in this proposal would be a program of grants to States to encourage the elderly to make use of the public library and to enable them to do so by providing special services to meet their needs. Suggested programs were the training of librarians to work with the elderly, special library programs and materials designed specifically for the older reader, participation of older people on library staffs (their salary being paid through this program), in-home visits to the elderly by librarians and other library personnel, outreach programs to notify older people of the library programs available to them, and transportation to provide easier access for the elderly to library services.

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Further proposals of this nature, designed to expand library services on a national basis to a greater number and variety of Americans, will undoubtedly be presented to Congress in the coming year.

One of the first efforts of Federal support for research libraries also came this year, and this could well be a direction the Congress will explore in the coming year. The National Endowment for the Humanities offered a matching grant of $500,000 to the New York Public Library to help reduce or eliminate the deficits of the research collections of that library. The Library successfully matched this grant with private funds, and in September of this year Dr. Ronald Berman, Chairman of the National Endowment for the Humanities, announced that the Endowment would make another grant to the New York Public Library for the coming year. Federal funds would be contributed at the rate of one dollar for every two dollars the library raises, up to $1.5 million, by the end of June, 1973.

Not every research library, of course, would be eligible to participate in such a matching-grant program. It was the "national" aspect of the New York Public Library which first attracted interest from the Humanities Endowment; perhaps other repositories of such a national nature deserve similar aid from the American public.

Certainly, the Congress has a significant role to play in the future of the public and school libraries of our nation. As one member of that body, I will be most anxious to read a report of the findings of this Commission and to learn of their recommendations for meeting and dealing with the types of needs and concerns I have described.

Thank you.

LAW OFFICES
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October 4, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K. Street, N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for your letter of September 28, 1972, with enclosures. In my capacity as President of the recently organized Friends of the Multnomah County Library, a system serving a metropolitan community of approximately over a million persons, I have not yet had a chance to analyze the technical needs in such depth as to produce meaningful written testimony. However, the pressing need here is for continuation of library services at the present levels. The County Commissioners here have cut the library's budget by nearly thirty percent from last year's budget and, unless other sources of funding can be found, a drastic cutback in library services will be the result.

I am interested in the work your Commission is going to do and will appreciate being advised if there are further opportunities to present testimony or to otherwise assist in the work of the Commission. In this connection, please ask your secretary to note that my address is no longer 1640 S.W. Davenport, but is presently 1505 Standard Plaza, Portland, Oregon 97204.

Very truly yours,

Peter G. Voorhies

Peter G. Voorhies

PGV:nr

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October 24, 1972

Dr. Frederick H. Burkhardt
Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W. Suite 601
Washington, D. C. 20036

Dear Dr. Burkhardt:

A trip to Paris for a meeting of the Executive Board of the International Federation of Library Associations will prevent my attending your San Francisco hearings. I truly regret this schedule conflict because my warmhearted interest in the Commission's mission is such that I would like to participate in one of your regional sessions. For lack of that opportunity I appreciate the opportunity to enter this brief statement about university library needs as I see them.

I myself am quite unable to describe or design large theoretical, monolithic information network concepts. In fact I have some scepticism about their validity in our diversified culture. My pragmatic mind prefers to suggest particular undertakings that seem timely, feasible, acceptable, and socially desirable. Let me simply mention a few in this memorandum.

One such project you are already investigating, and I mention it both to thank you for your concern and to indicate that this is the type of project I think we should grapple with at this time. I refer here to your contract with the Association of Research Libraries to investigate the possibility of centralized or regionalized interlibrary loan centers. It is clear that the present mechanism for interlibrary borrowing and lending, especially but not solely in the academic library sector, is out of gear and so badly overloaded at many points that the structure shows signs of collapsing. Our users need help and need it soon. Librarians are ready for a collective approach at the national level to a better rationalization of interlibrary lending and borrowing procedures and funding. The Commission's wisdom and involvement are essential and gratefully acknowledged.

Secondly, and related although not necessarily intermingled, is the need for a better national information and delivery system for journals.

Here one looks with admiration at the British experience, while recognizing different logistical factors in this country. In any event the need is clear, the time is almost overripe, and many thoughtful people in this country are ready to move in this direction if a feasible program, in the national service of scholarship, can be fostered.

Thirdly, I would testify that the National Program for Acquisitions and Cataloging, in intention, has been a remarkably heartening and creative development, both in this country and abroad. It is an essential and practical step toward effecting a sound foreign acquisitions program for American scholarship and for moving toward an international pool of shared bibliographical information. It relates directly also to the national need in this country for central bibliographical record keeping on which we can call locally as needed, rather than building local, unrelated record files. NPAC deserves, I think, and could benefit from an expression of solid encouragement on the part of the Commission, because increased Congressional support is essential for the full flowering of NPAC.

Fourthly, the proper designation of the Library of Congress as the national library, with requisite support and guidance for that mission, would provide both a heartening symbolic act and also a sound basis for a number of the national library efforts we all hope for, such as is indicated in the previous paragraph. Again it seems to me the time is ripe; this is an act the Commission should foster early in its career. I point to the powerful leverage of the new British Library concept. Already this is freeing up energy and stimulating new ideas and activities in the U.K. The proper designation of the Library of Congress's national mission by the Commission could do as much for this country, I would suggest.

Finally, let me use this opportunity to say that I was pleased to hear Mr. Stevens describe the Commisson's purpose to the Government Advisory Committee on Overseas Book and Library Programs a few days ago. Appointed by the Secretary of State, GAC advises the State Department, AID, and USIA, and I think the advice is listened to thoughtfully. I happen to believe that the next frontier of library activity is at the international level. Certainly the procurement and bibliographical requirements of university libraries operate at this level. Thus the Commission and the GAC, I believe, can usefully work together.

Your task is so varied and weighty that I hesitate to add another voice to those you must try to hear, but perhaps you will permit me these few observations.

Yours very truly,

Robert Vosper
University Librarian

V:w

Washington Library Association

National Commission on Libraries
and Information Science
1717 K Street, N W
Suite 601
Washington D C 20036

1905 W 5th St
Aberdeen Wa98520
October 21, 1972

Gentlemen:

I am just completing my first term as Chairman of the Washington Library Trustees Association. I have spent as much time as I have been able to spare, learning about the libraries in this state. Since I have a very strong belief in the work that can be accomplished by volunteers, I have looking closely at the work our library trustees are doing.

I have served one term as Chairman of the Board of Trustees of the Aberdeen Public Library. Our library serves a city of a population of approximately 18,000. We have a new library building and are a contracting city in Timberland Regional Library. With my background in this city, it has come as a decided shock to me to find how other libraries are operating.

During the first week of May, Mrs. Mansfield, our Trustee Co-Ordinator for the State Library, and I visited with the boards of 13 libraries in Eastern Washington. The experience I gained from this trip has convinced me that better library service for all the citizens of Washington State, will only come with better informed library trustees. Our Trustees' Association, in co-operation with the Washington State Library, is sponsoring a series of workshops for trustees. We have had two such workshops---one in Seattle in April, and the latest one in Spokane October 14. This will be a long process, but we feel it is a necessary thing to get started, and even more important, to continue.

I saw libraries in Eastern Washington who operate on voluntary contributions only---libraries who have no professional staff and where the trustees spend their time acting as librarians, gardners, janitors---in fact, nearly everything but acting as trustees should be doing. If the trustees didn't do this type of thing, there would be no library service at all.

These libraries had no up-to-date reference material for the young people to use. Several of the libraries are taking advantage of the lower cost of paperbacks, but not nearly to the extent that they could be doing. Trustees have not been involving themselves in the political life of their communities. We are trying to impress upon them that political activity is one of their most important functions. Without informed city fathers---who provide the money for libraries---we cannot hope to be providing better service for our patrons.

While Eastern Washington is a very conservative area of our state, I feel strongly that we need to emphasize to our trustees---and they in turn to their governmental body---that belonging to a library system is their hope and salvation. If we are able to interest trustees in talking to their neighboring towns and libraries, I feel we will be able to show them that co-operation with other libraries and governmental bodies will provide much more for the same amount of money. Hopefully, of course, they will soon be dedicated to the philosophy that better library service is necessary in these days of information explosion. Trustees must become dis-satisfied with less than the best for their communities.

We have recommended to our Association of Washington Cities and The County Commissioners' Association in our state that they adopt the Kirkland plan of selecting their trustees. This is a form which prospective trustees would be asked to fill out so that the appointing body would have some basis for their ultimate appointment.

I sincerely feel that until library trustees everywhere become more involved in library and community matters we will have trouble providing the type of library service all people should be receiving.

Our trustee workshops have proved to be very successful. We are thrilled with the response we have had from our trustees who have attended these two. Several of the library systems in our state have taken this idea and are holding similar workshops for their area trustees.

I feel fortunate to live in the state of Washington, where our State Library and its staff are so helpful to trustees. The people at Olympia are dedicated to better library service and it is my hope that our trustee assocation will help to achieve better libraries for everyone in our state.

Sincerely,

Della Wakefield

Della Wakefield
Chairman, WLTA

Ventura County and City Library

A MEMBER OF THE BLACK GOLD COOPERATIVE LIBRARY SYSTEM
AND TOTAL INTERLIBRARY EXCHANGE

[illegible]
[illegible]

October 16, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Enclosed is my report to the National Commission on Libraries and Information Science on the changing relationships of children to libraries and the effect this has on library service. There is so much that can be said and so much room for exploration that after writing the report I feel that it is rather inadequate.

I will be in attendance at the hearing and am deeply interested in the proceedings. Thank you for giving me the opportunity to participate.

Sincerely,

Jacqueline M. Wakefield

Mrs. Jacqueline M. Wakefield
Coordinator of Children's Services

JMW:bjh

651 EAST MAIN STREET, VENTURA, CALIFORNIA 93001 TELEPHONE 648-6131

Ventura County and City Library

A MEMBER OF THE BLACK GOLD COOPERATIVE LIBRARY SYSTEM
AND TOTAL INTERLIBRARY EXCHANGE

[illegible]

October 16, 1972

REPORT TO THE NATIONAL COMMISSION
ON LIBRARIES AND INFORMATION SCIENCE

Library service to children and young people is often one of the most neglected. Federal and State Library programs frequently fail to recognize the child as one of the major patrons for public library service. The California State Library offers no interlibrary loan services for children's books and provides for no juvenile consultants among its staff. Yet service to children on a local level frequently constitutes half of a public library's patronage. Information questions and requests for reference material as well as recreational reading materials are all part of public library service to school age youngsters. Storyhour programs, summer reading programs, film, drama, puppet and craft programs are provided as often as possible to acquaint children with literature and the public library as a meaningful institution in their lives.

Classes of school children are occasionally brought to the public for library instruction, research and recreational reading. However, distance makes this impossible for the majority where bus service is required for transportation. Such bus service is often deemed too expensive or not available for such use. Frequently such excursions are limited to the end of the year to keep the children educationally entertained just before school closes. Welcome as they are, certainly just before summer vacation is the least useful time for children to be introduced to public library facilities.

Yet, next to the preschooler's introduction to books, young school age children are the most important age group to reach. If children are to become knowledgeable library users, the habit must be formed early.

Mrs. Jacqueline M. Wakefield
P. O. Box 771
Ventura, CA 93001

651 EAST MAIN STREET, VENTURA, CALIFORNIA 93001 TELEPHONE 648-6131

Teachers enlightened with knowledge of children's literature are few, though many teacher training institutions are now making this a required course of study. Still, the inability to keep up with new books and materials seriously hampers the average teacher in her selection. General curriculum requirements leave little time for literary pursuits. She must lean on the school or public librarian for help and advice, and rightfully so. On the other hand many teachers are as unfamiliar with the library as their students.

Where elementary school libraries do exist they are frequently poorly staffed - one professional librarian being expected to serve an entire district - or worse yet, none at all. Making the school library available to the students is left to well meaning but ill prepared parent volunteers. Books are rendered unusable to the students because of the inability to maintain any kind of functional system on a regular basis. In such situations subject help and reader advice are nonexistent.

Often the school library facility is housed in a room which is neither intended or suitable for such use. And it is not unusual to learn that the books cannot be removed from the library room for further use. The burden for school library service is thus transferred to the public library. Book collections and staff are often inadequate to text book, after school hour, and evening demands. Parents must provide transportation due to distance and darkness in the late afternoon and evening.

In those few areas where elementary school libraries are staffed at least on a half time basis by a professional librarian the school library is still not totally available for student use. Inadequate financing makes it necessary for the doors to remain closed for part of the school day while the librarian spends valuable time with clerical details.

Sometimes the school library is used for disciplinary measures. The child is sent there to be kept under the eye of a credentialed employee while he serves his "time." School principals often condone this method of punishment - making the library a distasteful place to the wrongdoer.

With rising school costs the school library is one of the first items to be cut from the budget. Witness the predicament of the school librarians in Los Angeles earlier this year where contracts were severely tested.

Many schools contract with a district school library for a certain number of books to be sent out periodically to each class room, the school librarian never having contact with the children thus served to discuss their needs and interests - never having the opportunity to whet the desire of children for reading through effective book talks and individual choice. Rather she serves as nothing more than a dispensing agent, seldom knowing if the selections were useful and enjoyed or even introduced by the teacher.

Certainly these are not isolated cases, but observations made time and again at schools throughout Southern California and in talking with school librarians and faculty. Obviously efforts to cooperate on public-school library programs becomes difficult if not impossible in such situations.

There are areas where adequate to good elementary and junior high school library service does exist. Frequently funds have been made available through Title II - to set up model library and media centers. Excellent materials are purchased. A professional librarian with sufficient clerical help is employed - until the funds run out. Then the problem of adding the library staff to the regular school budget becomes difficult.

Even where such a facility has been set up it amounts to an isolated situation - often being the only one in an entire district - an unatainable show piece for other schools to follow. Therefore, the number of children actually served is minimal when the whole is considered. School library hours do not lend themselves to after school use when students normally have free time to make use of the facility. Busing often requires that students leave school immediately.

Mrs. Jacqueline M. Wakefield
P. O. Box 771
Ventura, CA 93001

In all fairness the public library is not without blemish. The need for qualified children's librarians is great, yet this work is often relegated to a sub-professional. Obviously, it is thought, children are less sophisticated and require a lesser degree of service. Yet if children are to become good readers, capable students, and thinking educated adults with a responsibility towards their citizenship, certainly they deserve the best professional help available. School assignments are rapidly becoming more complex. The depth of material required often exceeds that of material requested by adults. These are not high school students, but normal kids in the elementary grades of our local public schools (i.e. the third grader who needs information on the relationship of holography to the laser).

In an effort to make all material more relevant and accessible to all readers the Ventura County and City Library has combined the adult and juvenile nonfiction and reference material in its three largest branches as well as one smaller branch. (See: Wakefield and Hofmann, "Certifiable Lunacy or Common Sense," Wilson Library Bulletin, February 1972 pp 513-517)

Adults frequently find that a children's book has the simple graphic explanation they require, while in-depth material is immediately at hand for anyone needing to go beyond. Other libraries across the country are following this example as a means to providing more relevant library service to all ages and requirements.

There is the growing realization that funds are not without limit, that wider use of facilities, book collections and professional staff must be accomplished, and that cooperation is essential if we are to survive.

Recently the new Westlake Elementary School in Ventura County applied for Title II--Phase II funds for a library-media center. The grant was approved on the condition that there would be cooperation with outside agencies. The public library was asked to participate along with the Department of Parks and Recreation. Soon this library-media center will be opened to the public. A professional public librarian will keep the facility open on Monday and Thursday evenings from 5:00 to 9:00 p.m. A supplemental adult reference collection, popular adult fiction, newspapers, periodicals, and both adult and juvenile paperback collections are being provided by the public library. Both school and public library books as well as some of the media materials will be circulated to the public. Direct telephone service to the large local branch library will provide more extensive and immediate reference service when needed. An excellent interlibrary loan service via the Black Gold Cooperative Library System, which includes libraries from three counties and a book collection of nearly one million, will provide these patrons with the same service as all other public library branches in Ventura County. A book-form catalog makes this possible. The Parks and Recreation Department will have a specialist on the grounds until 10:00 p.m. every evening. Family and adult education classes are being planned for after school hours. Again the public library will supply through this outlet the supplemental books which will be of interest to these classes.

Other schools in this large district are planning to add this same kind of service as money allows. Not only does it eliminate the need for added public library buildings, but increases the use of both the school and public library collections. Such an approach extends even further the concept of the library network to the lowest common denominator - the immediate neighborhood. In turn the local branch library is strengthened as a reference center for both juvenile and adult materials.

In another area where a new community is being planned, a combined school-public library facility is also under consideration, so located and designed as to be useful at all times of the day and evening for both school and public purposes.

Mrs. Jacqueline M. Wakefield
P. O. Box 771
Ventura, CA 93001

This year the Children's Services Chapter of the California Library Association and the Southern Section of the California Association of School Librarians have planned an entire conference day together - each group being responsible for certain segments of the program but all relevant to both school and children's public librarians. Next year the same type of cooperation is anticipated with the Northern Section of CASL when the California Library Association holds its annual conference in San Francisco. Local Children's Chapters also invite school librarians to participate as members.

Parents of young children have an equal need to be educated to the importance of setting the reading example, having books and other reading materials in the home and reading to their children on a regular basis. Time and again statistics prove the importance of the early reading experience in the home to prepare the child for school.

Recently the Children's Services Department of the Ventura County and City Library was contacted by a PTA president of an elementary school in a low income area. Much apathy, even hostility, existed between the community and the school. The principal was anxious to resolve the problem. A prefab unit was available on the school grounds and the PTA organized a cooperative nursery school for children who would eventually attend that elementary school as students. As part of the parent participation program a variety of people were called in from the greater community to talk to the mothers on subjects which would directly benefit these young children in preparation for school. The Public Library was asked to contribute as a resource. Three separate sessions were held - one dealing with the importance and selection of preschool books, another on reading aloud and storytelling, and the third on the importance of continuing reading and book selection for the older child. Interest was high with several mothers expressing deep concern that they personally were poor readers and needed help. The knowledge that they would gain confidence and improve while working with their children meant much to them. Encouragement and reassurance went far in these cases.

Another serious problem persists in attempts to reach children who use English as a second language. Outreach funds have provided for special high interest programs in these areas. Films, storytelling in Spanish and craft workshops draw some of these children into the library. Paperback collections seem less formidable and summer reading program statistics indicate that these books are being used. Spanish language collections as well as bi-lingual books exhibit our interest and concern. Outreach bookmobile service to ranches and barrios is also provided with Spanish speaking drivers and librarians. Children of all ages cluster around for an impromptu story - often the books being selected by the children themselves. The children's public librarian needs to be flexible and adaptable and literally ready for anything - including telling stories from the center of a whirling merry-go-round.

Another neglected area of library service is to children and young people housed in county and state institutions. Funds are just not available through their regular channels to provide book collections. Bureaucratic knots are often tied in funds where such a crossover of services would exist (i.e. between the state and the county). An example of this is the children's unit at the Camarillo State Hospital. A parent volunteer requested help from the county library system to establish some kind of a juvenile collection for these boys and girls. Yet no funds were available through the public library and the State Hospital funds did not include monies for such a service. The children's coordinator spent considerable time in helping the parents weed out unsuitable and ancient donations and in setting up a simple cataloging system. Since then a subprofessional has been employed on a part time basis, but adequate or even near adequate funds are still lacking for needed professional guidance as well as new books and AV materials.

Mrs. Jacqueline M. Wakefield
P. O. Box 771
Ventura, CA 93001

Another similar situation exists in our own county juvenile hall. Federal Outreach funds have allowed us to provide paperback collections in each of the four units with subject matter ranging all the way from Charlie Brown to abortion. Newspaper subscriptions and magazine subscriptions are also included. Juvenile Hall has no other source for this material. Many of the young people there are poor readers, drop-outs, often the result of their inability to keep up at school. Yet the bright covers, the newness of the paperbacks housed in appropriate turning wire racks has sparked new interest in these young people. Books which appeal through relevant subject matter have turned some on to reading who once rejected the traditional hard cover "nice" story. Sincere letters of appreciation have been received - real expressions of thanks for taking the time to care and select books that really interest them. (See attached letters.) What will happen when Outreach funds are no longer available to purchase new titles and replacements? These books are receiving hard use.

Where then is the answer? Obviously in cooperation. There is a need for all librarians, both school and public, to shed their singular institutional images and be supportive of one another and other service oriented agencies

Today's specialists require an even greater dependency on others for their varieties of knowledge and expertise. No one person or agency can be all things.

The curriculum and media oriented individual cannot also be a specialist in recreational reading, outreach activities, storytelling, preschool reading guidance, community liaison or in-depth reference. Yet all are necessary aspects of library service to children and young people.

Opportunities must be provided on all levels for more dialog and action through cooperative effort. Old fears and suspicions must be eliminated and confidence in the other's motives take their place.

Support begins on the highest level and provides the incentive for others to try.

Mrs. Jacqueline M. Wakefield
Coordinator of Children's Services
Ventura County and City Library
P. O. Box 771, Ventura, CA 93001

Friends,

I wish to thank you for your thoughtfulness. We were just about to run out of books and magazines. So when the books arrived I was glad to have different things to read. That way time will pass quickly and before you know it the day has passed away. And I also appreciate your thoughtfulness 'cuz some books are funny, scary, sad and last but not least Gothic. And I really enjoyed it. So once more I'll say Thank you.

Sincerely yours
[illegible] [redacted]

Sept 21, 92

[illegible],

Thank you for these books, for which you took your time, that you sent me. Although I do not find any relevancy in any of the books, except the Peanuts books and your Divorce and Abortion books, I thank you for the thought.

The reason I find the Peanuts books relevant to today is that a bunch of comic characters in a book stand up to life situations better than real life people. Lucy takes problems just in stride. Snoopy takes problems in that he casually passes his problems by.

The Divorce and Abortion books were relevant in that they are problems in todays society. Divorce is a [illegible] of today while abortion [illegible] very real problem [illegible] [illegible] books.

Sincerely,

Sept 21, 72

dear friends,
Thank you for the
books. The G.E.D. Dimploma
Test Manual was a most
intense and most
educational for me at
this time. And I also
appreciate your books on
abortion and birthcontrol
was very interesting. Thank
you very much.

Sincerely Yours,
Mary [redacted]

September 21, 1972

Dear Friends,

Thank you for the books you brought us. Every body's reading them.

Yours Sincerely,
Juan M.

[illegible] [illegible],

[illegible] [illegible] [illegible]

[illegible] [illegible] [illegible] [illegible] [illegible]

[illegible]!

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[illegible] [illegible] [illegible] [illegible] very marked
with [illegible] [illegible] [illegible] [illegible] [illegible] boys.
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[illegible] [illegible] [illegible] right the
[illegible] [illegible] [illegible]. once again
[illegible] [illegible] your thanks.

[illegible]ly
[illegible]

4.21/72

Dear Sirs.

We I want to thank you for sending us a bunch of Books a few days ago. I am reading a lot of Books. I saw there are some pretty good book, thanks again.

Thank you

Peter [redacted]

FILMED FROM BEST AVAILABLE COPY

Dear [illegible], Sept. 21. 72

[illegible] like to thank you for those [illegible] interesting books, they really helped [illegible] understand [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] my [illegible] [illegible] [illegible] just [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible]

Thank You

Charlene [redacted]

Dear Friends, [illegible]

Thank you very much for the very nice books you gave us, I have read a few of your books and they are very interesting. They also give us something educational to do in are rooms, when we have nothing to do. I thank-you.

Sincerly
Diana
[redacted]

FILMED FROM BEST AVAILABLE COPY

[illegible]

[illegible] best. [illegible]

[illegible] like you [illegible] thing at was really thought-ful [illegible] I want to thank you once more [illegible]

Linda

Ventura County and City Library

A MEMBER OF THE BLACK GOLD COOPERATIVE LIBRARY SYSTEM
AND TOTAL INTERLIBRARY EXCHANGE

October 16, 1972

Mrs. Catherine S. Chadwick — Director
Mrs. Elizabeth B. Hutchison — Assistant Director

REPORT TO THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Library service to children and young people is often one of the most neglected. Federal and State Library programs frequently fail to recognize the child as one of the major patrons for public library service. The California State Library offers no interlibrary loan services for children's books and provides for no juvenile consultants among its staff. Yet service to children on a local level frequently constitutes half of a public library's patronage. Information questions and requests for reference material as well as recreational reading materials are all part of public library service to school age youngsters. Storyhour programs, summer reading programs, film, drama, puppet and craft programs are provided as often as possible to acquaint children with literature and the public library as a meaningful institution in their lives.

Classes of school children are occasionally brought to the public for library instruction, research and recreational reading. However, distance makes this impossible for the majority where bus service is required for transportation. Such bus service is often deemed too expensive or not available for such use. Frequently such excursions are limited to the end of the year to keep the children educationally entertained just before school closes. Welcome as they are, certainly just before summer vacation is the least useful time for children to be introduced to public library facilities.

Yet, next to the preschooler's introduction to books, young school age children are the most important age group to reach. If children are to become knowledgeable library users, the habit must be formed early.

Mrs. Jacqueline M. Wakefield
P. O. Box 771
Ventura, CA 93001

651 EAST MAIN STREET, VENTURA, CALIFORNIA 93001 TELEPHONE 643-6131

Teachers enlightened with knowledge of children's literature are few, though many teacher training institutions are now making this a required course of study. Still, the inability to keep up with new books and materials seriously hampers the average teacher in her selection. General curriculum requirements leave little time for literary pursuits. She must lean on the school or public librarian for help and advice, and rightfully so. On the other hand many teachers are as unfamiliar with the library as their students.

Where elementary school libraries do exist they are frequently poorly staffed - one professional librarian being expected to serve an entire district - or worse yet, none at all. Making the school library available to the students is left to well meaning but ill prepared parent volunteers. Books are rendered unusable to the students because of the inability to maintain any kind of functional system on a regular basis. In such situations subject help and reader advice are nonexistent.

Often the school library facility is housed in a room which is neither intended or suitable for such use. And it is not unusual to learn that the books cannot be removed from the library room for further use. The burden for school library service is thus transferred to the public library. Book collections and staff are often inadequate to text book, after school hour, and evening demands. Parents must provide transportation due to distance and darkness in the late afternoon and evening.

In those few areas where elementary school libraries are staffed at least on a half time basis by a professional librarian the school library is still not totally available for student use. Inadequate financing makes it necessary for the doors to remain closed for part of the school day while the librarian spends valuable time with clerical details.

Sometimes the school library is used for disciplinary measures. The child is sent there to be kept under the eye of a credentialed employee while he serves his "time." School principals often condone this method of punishment - making the library a distasteful place to the wrongdoer.

With rising school costs the school library is one of the first items to be cut from the budget. Witness the predicament of the school librarians in Los Angeles earlier this year where contracts were severely tested.

Many schools contract with a district school library for a certain number of books to be sent out periodically to each class room, the school librarian never having contact with the children thus served to discuss their needs and interests - never having the opportunity to whet the desire of children for reading through effective book talks and individual choice. Rather she serves as nothing more than a dispensing agent, seldom knowing if the selections were useful and enjoyed or even introduced by the teacher.

Certainly these are not isolated cases, but observations made time and again at schools throughout Southern California and in talking with school librarians and faculty. Obviously efforts to cooperate on public-school library programs becomes difficult if not impossible in such situations.

There are areas where adequate to good elementary and junior high school library service does exist. Frequently funds have been made available through Title II - to set up model library and media centers. Excellent materials are purchased. A professional librarian with sufficient clerical help is employed - until the funds run out. Then the problem of adding the library staff to the regular school budget becomes difficult.

Even where such a facility has been set up it amounts to an isolated situation - often being the only one in an entire district - an unatainable show piece for other schools to follow. Therefore, the number of children actually served is minimal when the whole is considered. School library hours do not lend themselves to after school use when students normally have free time to make use of the facility. Busing often requires that students leave school immediately.

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In all fairness the public library is not without blemish. The need for qualified children's librarians is great, yet this work is often relegated to a sub-professional. Obviously, it is thought, children are less sophisticated and require a lesser degree of service. Yet if children are to become good readers, capable students, and thinking educated adults with a responsibility towards their citizenship, certainly they deserve the best professional help available. School assignments are rapidly becoming more complex. The depth of material required often exceeds that of material requested by adults. These are not high school students, but normal kids in the elementary grades of our local public schools (i.e. the third grader who needs information on the relationship of holography to the laser).

In an effort to make all material more relevant and accessible to all readers the Ventura County and City Library has combined the adult and juvenile nonfiction and reference material in its three largest branches as well as one smaller branch. (See: Wakefield and Hofmann, "Certifiable Lunacy or Common Sense," Wilson Library Bulletin, February 1972 pp 513-517)

Adults frequently find that a children's book has the simple graphic explanation they require, while in-depth material is immediately at hand for anyone needing to go beyond. Other libraries across the country are following this example as a means to providing more relevant library service to all ages and requirements.

There is the growing realization that funds are not without limit, that wider use of facilities, book collections and professional staff must be accomplished, and that cooperation is essential if we are to survive.

Recently the new Westlake Elementary School in Ventura County applied for Title II--Phase II funds for a library-media center. The grant was approved on the condition that there would be cooperation with outside agencies. The public library

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was asked to participate along with the Department of Parks and Recreation. Soon this library-media center will be opened to the public. A professional public librarian will keep the facility open on Monday and Thursday evenings from 5:00 to 9:00 p.m. A supplemental adult reference collection, popular adult fiction, newspapers, periodicals, and both adult and juvenile paperback collections are being provided by the public library. Both school and public library books as well as some of the media materials will be circulated to the public. Direct telephone service to the large local branch library will provide more extensive and immediate reference service when needed. An excellent interlibrary loan service via the Black Gold Cooperative Library System, which includes libraries from three counties and a book collection of nearly one million, will provide these patrons with the same service as all other public library branches in Ventura County. A book-form catalog makes this possible. The Parks and Recreation Department will have a specialist on the grounds until 10:00 p.m. every evening. Family and adult education classes are being planned for after school hours. Again the public library will supply through this outlet the supplemental books which will be of interest to these classes.

Other schools in this large district are planning to add this same kind of service as money allows. Not only does it eliminate the need for added public library buildings, but increases the use of both the school and public library collections. Such an approach extends even further the concept of the library network to the lowest common denominator - the immediate neighborhood. In turn the local branch library is strengthened as a reference center for both juvenile and adult materials.

In another area where a new community is being planned, a combined school-public library facility is also under consideration, so located and designed as to be useful at all times of the day and evening for both school and public purposes.

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This year the Children's Services Chapter of the California Library Association and the Southern Section of the California Association of School Librarians have planned an entire conference day together - each group being responsible for certain segments of the program but all relevant to both school and children's public librarians. Next year the same type of cooperation is anticipated with the Northern Section of CASL when the California Library Association holds its annual conference in San Francisco. Local Children's Chapters also invite school librarians to participate as members.

Parents of young children have an equal need to be educated to the importance of setting the reading example, having books and other reading materials in the home and reading to their children on a regular basis. Time and again statistics prove the importance of the early reading experience in the home to prepare the child for school.

Recently the Children's Services Department of the Ventura County and City Library was contacted by a PTA president of an elementary school in a low income area. Much apathy, even hostility, existed between the community and the school. The principal was anxious to resolve the problem. A prefab unit was available on the school grounds and the PTA organized a cooperative nursery school for children who would eventually attend that elementary school as students. As part of the parent participation program a variety of people were called in from the greater community to talk to the mothers on subjects which would directly benefit these young children in preparation for school. The Public Library was asked to contribute as a resource. Three separate sessions were held - one dealing with the importance and selection of preschool books, another on reading aloud and storytelling, and the third on the importance of continuing reading and book selection for the older child. Interest was high with several mothers expressing deep concern that they personally were poor readers and needed help. The knowledge that they would gain confidence and improve

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while working with their children meant much to them. Encouragement and reassurance went far in these cases.

Another serious problem persists in attempts to reach children who use English as a second language. Outreach funds have provided for special high interest programs in these areas. Films, storytelling in Spanish and craft workshops draw some of these children into the library. Paperback collections seem less formidable and summer reading program statistics indicate that these books are being used. Spanish language collections as well as bi-lingual books exhibit our interest and concern. Outreach bookmobile service to ranches and barrios is also provided with Spanish speaking drivers and librarians. Children of all ages cluster around for an impromptu story - often the books being selected by the children themselves. The children's public librarian needs to be flexible and adaptable and literally ready for anything - including telling stories from the center of a whirling merry-go-round.

Another neglected area of library service is to children and young people housed in county and state institutions. Funds are just not available through their regular channels to provide book collections. Bureaucratic knots are often tied in funds where such a crossover of services would exist (i.e. between the state and the county). An example of this is the children's unit at the Camarillo State Hospital. A parent volunteer requested help from the county library system to establish some kind of a juvenile collection for these boys and girls. Yet no funds were available through the public library and the State Hospital funds did not include monies for such a service. The children's coordinator spent considerable time in helping the parents weed out unsuitable and ancient donations and in setting up a simple cataloging system. Since then a subprofessional has been employed on a part time basis, but adequate or even near adequate funds are still lacking for needed professional guidance as well as new books and AV materials.

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Another similar situation exists in our own county juvenile hall. Federal Outreach funds have allowed us to provide paperback collections in each of the four units with subject matter ranging all the way from Charlie Brown to abortion. Newspaper subscriptions and magazine subscriptions are also included. Juvenile Hall has no other source for this material. Many of the young people there are poor readers, drop-outs, often the result of their inability to keep up at school. Yet the bright covers, the newness of the paperbacks housed in appropriate turning wire racks has sparked new interest in these young people. Books which appeal through relevant subject matter have turned some on to reading who once rejected the traditional hard cover "nice" story. Sincere letters of appreciation have been received - real expressions of thanks for taking the time to care and select books that really interest them. (See attached letters.) What will happen when Outreach funds are no longer available to purchase new titles and replacements? These books are receiving hard use.

Where then is the answer? Obviously in cooperation. There is a need for all librarians, both school and public, to shed their singular institutional images and be supportive of one another and other service oriented agencies.

Today's specialists require an even greater dependency on others for their varieties of knowledge and expertise. No one person or agency can be all things.

The curriculum and media oriented individual cannot also be a specialist in recreational reading, outreach activities, storytelling, preschool reading guidance, community liaison or in-depth reference. Yet all are necessary aspects of library service to children and young people.

Opportunities must be provided on all levels for more dialog and action through cooperative effort. Old fears and suspicions must be eliminated and confidence in the other's motives take their place.

Support begins on the highest level and provides the incentive for others to try.

Mrs. Jacqueline M. Wakefield
Coordinator of Children's Services
Ventura County and City Library
P. O. Box 771, Ventura, CA 93001

Contra Costa County Library

1750 OAK PARK BOULEVARD 228-3000 ext. 281 PLEASANT HILL, CALIFORNIA 94523

County Librarian Clarence R. Walters

Assistant County Librarian Doris R. Watts

November 24, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601, 1717 K Street N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

This is in response to your request for remarks pertinent to the task of your Commission and to the hearing to be held in San Francisco on November 29, 1972.

1. Any survey and study conducted to assess and analyse the library and informational needs of the nation should address itself to the needs of the total population. It should not be confined to or emphasize the needs of any selected segments of society, such as socially, economically, or culturally deprived. Current evidence indicates that the use of institutions established to provide informational services is by a minority of the nation's population. For whatever reason, either lack of knowledge or the availability of alternate sources such institutions are not reaching a majority of either the disadvantaged or advantaged. A failure to meet the informational needs of any segment of society is potentially detrimental to the entire social structure.

   Assessing needs on such a broad scale would be a major undertaking and one that would necessarily entail the cooperative efforts of all levels of government. Despite the logistical difficulties involved, the best approach would seem to be a direct inquiry of people as to their informational needs. This may be accomplished by a nationwide sample survey which attempts to assess needs, how these needs are currently being met, and how people view the adequacy of institutions established to meet these needs. The survey should also address itself to the question of what alternate informational resources are available and used by citizens and how well they fill their informational needs. This should include an assessment of the role played by newspapers, magazines, television and radio in the informational process. Access to books and other media formats from commercial sources should also be considered in such a survey.

   One basic purpose of the survey should be to determine whether the needs of society are as great as they seem and if they are whether they need all be met by such traditionally established institutions as libraries. It should be approached with a willingness to accept conclusions which may be contrary to past and current thought on the role played by libraries in our society.

2. Effort must be exerted to develop valid and effective methods of measuring not only the informational needs of people; but, also how they can be most effectively met with funds available. This is a major problem faced by most service agencies and one that has few easy answers. The continued rise in personnel costs which consume an increasingly larger percentage of budgets requires an examination of not only the effectiveness of operations, but a means of measuring production relative to cost.

3. The need to develop plans and structures to gain maximum use of all library and informational resources has been discussed for many years with varying and usually limited success. There seems to be a general recognition that jurisdictional barriers which restrict access to various library and informational resources need to be eliminated. Despite the apparent general acceptance of this theory, most barriers still exist and the nation's informational storehouses are available for various reasons to limited groups of people.

   Why progress toward this generally accepted theory has had such limited success deserves serious study. Part of the failure may be due to a lack of sufficient knowledge as to the actual impact of wider access on the institutions involved. The survey mentioned in Item 1 may aid in obtaining information to better evaluate the effects of wider access.

   Much has been written about the costly duplication of services and resources needed because of the limitations placed on use, but little has been done to provide actual statistical analysis of such duplication and its costs. Any attempt to convince libraries and other informational agencies of the desirability and actual economy of wider access must be based on something more than generalized cost efficiency and/or improved service potential.

   The ultimate goal of all those interested in informational services should be maximum access and use of all informational resources; but, before a total commitment can be made there must be valid proof provided that this will satisfy the needs of all without severely limiting the needs of a few.

4. Reaching maximum use of all resources through wider access rests largely on the financial implications of such a step. It may not be feasible to consider reaching this goal without both a redistribution of available funds and/or the spreading of costs over a wider tax base. This situation requires serious study with consideration given to the advisability of a proportionately balanced financial structure based on contributions by the various levels of government, including local, state and federal. Such a study should include, but not be limited to, an assessment of the most effective ratio of support, the matter of controls from the various levels of government and the need for standards and accountability.

The commitment of various institutions to open access will depend to a great extent on the financial commitment of higher levels of government. The provisions of financial aid will give evidence of their recognition of the need and the leadership needed in reaching the goal of open access.

Generally, libraries and informational agencies should be considered of such importance to the well-being of the nation and its citizens that financing of them should be a shared function of all levels of government. One possible method of distributing the financial responsibility would be to relate it to specific functions: the local level responsible for the basic and local on-going needs; the state responsible for the broad network needs; and the Federal governments responsibility being for a continuing program of research and development, including funding of special projects to assess needs and develop nationwide standardization and centralization of various mechanical and technical functions.

6. Study is needed to assess the implications of advances in technology, including specific emphasis on automation, miniaturization, telecommunication and photo-duplication. These advances should be related to the larger question of access and how they will effect use of an institutions resources and the costs of storing them.

   Study is needed of the relative merits of the various means of maintaining the bibliographic record of holdings of libraries. Comparison of card catalogs, book catalogs, and other possible data storage is needed to evaluate the suitability of use, the costs involved and possible future development. At present there is not only a wide variation in practice; but, also in opinion as to what course libraries should follow. A body of data is needed to assist in reaching a valid conclusion as to the best and most effective way to provide bibliographic access to informational resources.

Most of the above remarks are general and have been discussed much in the past; however, they are basic to the problems faced by libraries.

We would be glad to provide any further information your Commission may need in pursuing its objectives.

Very truly yours,

Clarence R. Walters

CLARENCE R. WALTERS
COUNTY LIBRARIAN

CRW:hlm

ASSISTANT SUPERINTENDENTS
WILLIAM A. SERRETTE
ADMINISTRATION
CHARLES L. FRANK
ELEMENTARY EDUCATION
WINSTON E. WEAVER
SECONDARY EDUCATION
JAMES L. DUTCHER
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BILLINGS PUBLIC SCHOOLS
SCHOOL DISTRICT NO. 2 OF YELLOWSTONE COUNTY
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101 - 10TH STREET WEST
BILLINGS, MONTANA 59102

PAUL T. O'HARE
SUPERINTENDENT
TELEPHONE 248-7421
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CLERK
TELEPHONE 248-7421

Statement to the National Commission on Libraries & Information Science:

It is imperative at this time that the library media centers of the public schools define their onjectives and identify those essentials required of them.

Wr believe our services are of vital importance to the entire educational program yet there are those who would combine school library media service with the public library. It is necessary for co-operation between the two types of libraries but it must also be remembered that there are indeed differences.

I believe that essentially we must study this problem thoroughly and come up with a solution that is realistic in nature before both types of libraries suffer.

Frances Wells
(Mrs.) Frances Wells,
Director of Library Services

Montana Library Association

Statement to the National Commission on Libraries & Information Science:

The Montana Library Association within the framework of its Constitution and through its Library Development Committee has recognized the fact that in order to have total library service available to all in Montana the people must be made aware of the need for fiscal support for these services.

This was done through a Governor's Conference held in October, 1971, and the presentation of a proposed study to be presented to the state Legislature when it convenes in January, 1973.

With the lack of population density Montana has somewhat the same problems as the inner cities of the heavily populated areas of the east financially and means must be found to supplement fiscal monies available from local sources.

Frances Wells
(Mrs.) Frances Wells,
President

STATE OF IDAHO
DEPARTMENT OF EDUCATION
IDAHO STATE OFFICE BUILDING
BOISE, IDAHO 83707

D. F. ENGELKING
STATE SUPERINTENDENT OF PUBLIC INSTRUCTION

September 29, 1972

Submitted to:

National Advisory Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Submitted by:

Mrs. Helen H. Werner, Program Administrator
Division of Education Program Operations
State Department of Education
Statehouse
Boise, Idaho 83701

Two of the objectives listed by the Commission for overcoming current inadequacies in library and information science are very critical in the public schools today.

Objective 1: Provide adequate library and informational services for formal education at all levels.

Objective 2: Provide adequate trained personnel for the varied and changing demands of librarianship.

Instructional programs in public schools are trying to meet the demands of students, parents, educators, and other interested persons, to make a child's educational experience more meaningful. There is increased emphasis on the implementation of programs prescribed for individual students. The teacher's role has changed from a lecturer to a facilitator of learning. Every effort is being made to assist students in setting their own goals, and designing a program to help them meet those goals while becoming more independent in their educational progress. Programs are no longer planned that structure the students' time in a lockstep process. Educators agree that the educational experience should be so designed that it meets the individual needs of every student and prepared him to meet the demands of a rapidly changing society.

To implement the kinds of programs that this type of educational experience requires presumes a diversity of quality materials in all areas and in sufficient quantity to meet the demands of the entire school population. Proper utilization and selection of these materials requires the expertise of a professionally-trained school media specialist.

Idaho schools do not have collections to meet these needs, nor do they have professional personnel to administer the programs. Schools no longer talk of libraries with the traditional print collections. Instead, practically all school publications, including the Standards of the American Library Association, are concerned with media centers. This is usually the same floor space previously utilized as a library but its function has been expanded to include all materials and equipment necessary to implement individualized instruction programs.

There has been considerable improvement in the school media programs in the past few years, but they are still far below standards. Students graduating from schools today, and in the future, will be much more sophisticated media users than those of the past. This will have an impact on the amount and type of services demanded by future users of the public and academic facilities.

If the Commission is to meet the objectives listed above, a fundamental part of the planning should be focused on the needs of the schools. This is the time when most citizens develop the library habits which will characterize their use of these facilities for the rest of their lives. Two areas which warrant attention are:

1. Availability of funds to provide media resources for formal education at all levals, and

2. Development of programs in the colleges and universities directed toward the training of professional personnel with expertise in the use of all media and its application to a school curriculum.

Oakland Redevelopment Agency

508 Sixteenth Street
Oakland
California 94612
(415) 834-2010

November 17, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
1717 K Street, N.W., Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to present my views which stem from my years of work in the planning and redevelopment field. First of all I believe that libraries are a vital community resource. They provide cultural, economic and economic stimulation if they are properly located, planned and managed. This, of course, requires an adequate level of financing. Because the private sector cannot provide the range of community services provided by public libraries, a guaranteed source of financing on a per capita basis should be assured by the Federal government. Funds could flow through the States where they could be allocated to the local communities on whatever local jurisdictional basis would be most responsive to the local situation.

There has been obvious lag in the construction of new facilities where they are most needed. That would be at the focus where people are now coming together. Libraries should be located in shopping centers and at the hub of transportation networks to ensure that these facilities would have the maximum public exposure.

Thank you very much for this opportunity and I wish you success in your efforts.

Sincerely,

John B. Williams
Executive Director

Leslie K. Moore
Chairman

John H. Reading
Mayor

Arthur R. Hellender
Vice Chairman

Jack S. Summerfield
Eugene E. Jurs

James H. Sharpe
Robert L. Hamilton
Leo K. Sorensen

John B. Williams
Executive Director

David Hoard
Deputy Director

HUNTINGTON LIBRARY
ART GALLERY AND BOTANICAL GARDENS
San Marino, California. 91108

DANIEL H. WOODWARD, Librarian

7 November 1972

Written Testimony for

The National Commission on Libraries and Information Science,
Regional Hearing, 29 November 1972, in San Francisco

The Huntington Library contains some of the most important research collections in the world, yet these materials are not always readily available to the qualified scholars who can make productive use of them. The reason for this is not policy but poverty: depending on endowment income which is eaten away by inflation, having no alumni or other strongly committed source of current assistance, yet still attempting to preserve and improve collections which are expensive to maintain, the Library is having a difficult time of living up to its obligations. The strain on this institution becomes greater every year.

The first step in solving this essential problem and making the Library's resources fully accessible to scholars would be to recognize it as an educational institution, fully eligible to apply for Federal grants. Federal funds for urgently needed building improvements, new equipment, photographic and reference services, conservation programs, and post-graduate fellowships would be enormously helpful in advancing research scholarship.

Serra Regional Library System
SAN DIEGO COUNTY LIBRARY
5555 OVERLAND AVE • SAN DIEGO, CALIF. 92123

October 20, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601, 1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I have been asked by the Executive Committee of the Serra Regional Library System to reply to your letter of September 28.

The Serra system is one of a number of multi-library cooperative systems which have been formed in California. It includes all of the public libraries in San Diego County, and four of the five public libraries in Imperial County.

The system has been successful in carrying out some cooperative functions. It provides a coordinated interlibrary loan service, and staffs a research center located at the San Diego Public Library. The system has also provided audio-visual service for the member libraries with a-v staff, collection, and equipment. These services are expedited with teletype communication between the libraries, and with a daily delivery service in San Diego County.

The system has made existing materials more accessible, has made additional materials available, and has provided specialized services and staff for all of the libraries belonging to the system.

Future development, however, will be dependent upon the receipt of sufficient funds. State aid money for system support is not adequate, amounting to about 3 or 4¢ per capita. While legislation for adequate funding is pending, the likelihood of its escaping a gubernatorial veto is exceedingly dim. It is our belief that continued support of certain system services with LSCA money is essential, if these services are to continue. Here in California, reference centers have been so funded. We, in Serra, believe our reference center to be the most important system service now being provided. It is essential that there be continued federal support for improved reference service.

BRAWLEY PUBLIC LIBRARY • CALEXICO PUBLIC LIBRARY • CARLSBAD CITY LIBRARY • CHULA VISTA PUBLIC LIBRARY
CORONADO PUBLIC LIBRARY • EL CENTRO PUBLIC LIBRARY • ESCONDIDO PUBLIC LIBRARY • IMPERIAL PUBLIC LIBRARY
NATIONAL CITY PUBLIC LIBRARY • OCEANSIDE PUBLIC LIBRARY • SAN DIEGO COUNTY LIBRARY • SAN DIEGO PUBLIC LIBRARY

(2)

We believe further that if the past and present policy of tying most federal funds to innovative programs continues, provision should be made for continuing support of such programs. In 1972 it is unrealistic, to say the least, to expect localities to take up the full burden of improved services that have been initiated with federal money. It seems ridiculous to fund an innovative program, get it going really well, and then expect it to survive with local funds or perish. It just has not worked that way--nor will it. Federal funding should go toward initiating and continuing new services.

In spite of the cracks in system walls that seem to be appearing in various areas, notably New York state, we of the Serra system believe that system development, at least in our own area, has meant really improved library service. All of the libraries in this system have benefited tremendously from participation in the Serra system. No member librarian could or would testify to the contrary. Much has been accomplished. But if this system and the others are to continue, funds must be forthcoming from other than the localities involved. Regional development in California must be financed with federal as well as state funds.

Sincerely yours,

Barbara L. Wynn

Barbara L. Wynn
System Coordinator

BW:grb

cc: Arthur B. Murray, Chairman, Executive Committee, Serra Regional Library System

WASHINGTON STATE UNIVERSITY COMMISSION ON THE STATUS OF WOMEN

Supplement to Report on The Status of Faculty Women

Library Faculty

May, 1972

WASHINGTON STATE UNIVERSITY COMMISSION ON THE STATUS OF WOMEN

Supplement to Report on The Status of Faculty Women

Library Faculty

This report is a detailed study of the status of faculty women at the Washington State University Library. Of the four faculty classifications, teaching, research, extension, and library, library contains the highest proportion of women (52 percent). Since librarianship is also a "channeled" profession for women, i.e., one in which women traditionally have been encouraged to enter and which is considered somehow suitable for them, it seems appropriate to examine comparative data on men and women in this field.

Nationally, about four out of five librarians are women. In academic libraries, the proportion of male librarians tends to increase; salaries in such libraries tend to be higher and positions often carry faculty status. Even in academe, however, two out of three librarians are women.

A national study of academic librarians in 1966-67 showed that inequality between sexes is increasing rather than decreasing. According to the report, male salaries tended to surpass those of females even when educational levels were equal. It was also shown that as experience increased, the differential between male and female salaries became greater. Males were twice as likely to be found in chief librarian positions, and the salaries of men on regular librarian appointments tended to surpass salaries of women chief librarians. Schiller has identified female librarians as "the disadvantaged majority."[1]

Data Sources and Analysis

Data for the present study were obtained from:

- -Anonymous computer runs of salaries by department, rank, and terminal degree.
- -File information furnished by the President's Office for faculty on appointment as of December, 1971.

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[1] Schiller, Anita R., "The Disadvantaged Majority." American Libraries, 1:345-349, April, 1970. This article was taken from Ms. Schiller's larger work: Characteristics of Professional Personnel in College and University Libraries, Illinois State Library Research Series, no. 16. Springfield, Illinois State Library, 1969.

-State of Washington, Budget, 1971-1973 Biennium. Washington State University Personnel Detail.

-File information furnished by the Library Administrative Office.

Data on full-time permanent library faculty were analyzed by sex according to distribution by rank, average number of years in rank before promotion, initial hiring rank, and salary. Average number of years at WSU as well as prior professional library experience and other relevant prior experience were calculated. Data do not include the three top library administrators, all of whom are male. Librarian 4, 3, 2, and 1 are comparable to academic ranks of full, associate, assistant professor and instructor.

Findings

Table 1 shows the distribution of permanent full-time faculty by rank and sex.

Table 1

Distribution of Female and Male Permanent Full-Time Faculty by Rank (Library, Including Audio-Visual)

Rank	Sex	Number	Percent Within Rank	Percent Total, by Sex
L-4	F	1	25	6
	M	3	75	15
L-3	F	3	27	18
	M	8	73	40
L-2	F	6	50	35
	M	6	50	30
L-1	F	7	70	41
	M	3	30	15
Total	F	17	----	46
	M	20	----	54

Table 1 shows that women are clustered in the two lower ranks. Approximately 75 percent of them are found in the ranks of Librarian 1 and Librarian 2 compared with less than 50 percent of the men. Above the ranks of Librarian 2, however, positions are filled predominantly by males. In each of the ranks of Librarian 3 and Librarian 4, approximately three out of four librarians are male. Over 50 percent of the male librarians are in the two upper ranks, Librarian 3 and Librarian 4, while only 25 percent of females are in these ranks.

Table 2 shows average number of years in rank before promotion, by sex and terminal degree.

Table 2

Average Number of Years in Rank Before Promotion
(Permanent Full-Time Library Faculty)

Degree	Sex	Number	Average Number of Years in Rank (to nearest half-year)
L-1 (Instructor)			
Doctorate	F	0	---
	M	1	1
Master's	F	6	5
	M	3	5
Bachelor's	F	1	4
	M	2	5
L-2 (Assistant Professor)			
Doctorate	F	0	---
	M	1	5
Master's	F	2	6
	M	4	6.5
Bachelor's	F	1	4
	M	2	6.5
L-3 (Associate Professor)			
Doctorate	F	0	---
	M	1	5
Master's	F	1	5
	M	2	6
Bachelor's	F	0	---
	M	0	---

In general, it appears that women librarians spend slightly less time in rank, on the average, than men. This seems to hold true at all ranks, although the data are sparse at the upper ranks as the number of women reaching these ranks diminishes.

A further analysis was made to determine the average number of years at present rank for male and female librarians. Excluding the terminal rank of Librarian 4, only one librarian has spent more than five years at present rank. This is a woman with a master's degree who has been Librarian 2 for nine years. It should be noted, however, that if this person were to be promoted, the average number of years in rank for women at L-2, Master's, would be greater (7 years rather than 6) for women than for men.

Table 3 summarizes a comparison of rank at initial hiring, and average number of years of experience, by sex.

Table 3

Rank at Initial Hiring and Prior Experience, by Sex

	FEMALE					MALE				
Degree	No.	Percent within rank	Percent by sex	Prior professional library experience (avg. yrs.)	Other relevant prior experience (yrs.)	No.	Percent within rank	Percent by sex	Prior professional library experience (avg. yrs.)	Other relevant prior experienc (yrs.)
L-1 (Instructor)										
Master's	11	50	82.4	.5	7	6	27.2	50.0	1	1
Bachelor's	3	13.6		0	10	2	9.1		2.5	9.5
L-2 (Assistant Professor)										
Master's	2	28.6	11.8	1.5	6	5	71.4	31.3	3.5	3
L-3 (Associate Professor)										
Master's	1	25.0	5.8	16.5	1	3	75.0	18.8	4	8.5
Total	17					16				

Table 3 shows that 75 percent of the librarians hired at L-3 rank and 71 percent hired at L-2 rank are male compared with only 36 percent hired at the L-1 level. To make another comparison, it can be seen that 82 percent of all females were hired at the lowest (L-1) rank while only 50 percent of all males were hired at this rank. Thus it appears that rank at initial appointment is a major factor in the small representation of women at the upper ranks.

Although the library administration in its hiring policy takes into consideration previous library experience as well as other relevant experience (business, teaching, editorships, military service, etc.), no clear pattern emerges regarding the relationship between experience and initial appointment level. It might be useful to examine further the weighting of such factors in the determination of initial appointment level.

Table 4 displays salary comparisons by rank for categories in which both males and females are employed. When only one person appears in a category, an asterisk (*) replaces the mean salary figure for both sexes. When only two individuals are employed in a category, the @ symbol appears in the range column for the two persons. All salaries are annual. Average years at WSU were computed to the nearest half-year. Because their duties are not strictly administrative, division chief positions are included.

Table 4

Salary Comparison by Rank for Permanent Full-time Library Faculty

	FEMALE				MALE				
Degree	No.	Mean Salary	Range	Avg. Yrs. WSU	No.	Mean Salary	Range	Avg. Yrs. WSU	Differential
L-4 (Professor)									
Master's	1	*		14	2	*	@	13.5	-3,605
L-3 (Associate Professor)									
Master's	2	11,650	@	8	4	12,700	11,300-14,700	8.5	-1,050
Bachelor's	1	*		10	3	*	10,197-14,000	9.5	- 499
L-2 (Assistant Professor)									
Master's	6	9,003	8,240-9,600	6.5	5	9,708	8,240-10,500	3	- 705
L-1 (Instructor)									
Master's	5	8,260	8,000-8,900	1.5	3	8,433	8,300-8,500	1.5	- 173

A substantial salary differential between males and females is found for all comparisons and at all levels. The differential tends to increase with rank. All differentials are in favor of men and appear to be unrelated to years of service. Educational background is controlled in all comparisons. Examination of the raw data reveals that in only one case is there a woman in an upper rank with a higher salary than a comparable male.

Conclusions

On the basis of the analyses and observations dealt with for this report, the following conclusions can be drawn:

1. Female library faculty are underrepresented at the upper ranks.
2. Women are much more likely than men to be initially hired at the lowest rank.
3. When education is controlled and experience comparable, the differential in average salaries is in favor of men at all ranks.
4. There are no women in the top administrative positions in the library.

Recommendations

1. Every effort should be made to recruit and hire women at ranks above Librarian 1, the lowest rank and the one where women are concentrated. Perhaps the fact that a woman recently was hired at L-2 (Assistant Professor rank) is an indication of an awareness on the part of the administration of the need to work toward this goal.

2. Salary differentials should be reviewed and adjusted where inequities exist. Again, it is noteworthy that some concern has been shown by the library administration regarding salary inequities among library faculty, although the extent to which these differentials are related to sex may not have been perceived.

3. As top administrative positions at the WSU library become vacant, qualified female candidates should be identified. In a field in which two out of three professionals are female, it would be reasonable to have this proportion reflected in the top library administrative positions at WSU.

Respectfully submitted by the Library
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